



**CANADA**

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# **HOCKEY CANADA CYBERBULLYING ADMINISTRATION MANUAL**

**for Branches and Minor Associations**

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**KidsHelpPhone.ca  
1800 668 6868**

**Kids Help Phone**



**PREVNet**

**HockeyCanada.ca/Cyberbullying**



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# MESSAGE TO ADMINISTRATORS

Hockey Canada is dedicated to “Leading, Developing and Promoting Positive Hockey Experiences”. For many years we as an organization and with the support of our Branches and Hockey Associations have delivered programming around the prevention of bullying, harassment and abuse. Through education, promotion and policy and procedure we have been able to reduce bullying, harassment and abuse in the game and we thank you for your support in this prevention.

As the world’s technology becomes more and more advanced we see many benefits created but if websites, e-mail, texting, and social media are used in negative ways the cyber world could be a hurtful experience for children, teens and adults.

As administrators in the game of hockey we all have a responsibility to stop bullying, harassment and abuse in the game, cyberbullying being an important target for prevention efforts.

Hockey Canada has teamed up with Kids Help Phone and PREVNet to bring you resources and tools to assist you with prevention of cyberbullying within your Branch or Hockey Association and we urge you to review the information provided.

Hockey Canada hopes you find the cyberbullying resources we have put together useful and thanks you for your dedication to the game.



**What Puckster wants you to know**  
**Cyberbullying**  
**Kids**

**What is cyberbullying?**  
Cyberbullying is when someone uses technology (cell phones, email, online games, websites) to hurt or embarrass someone on purpose.

Here are some examples:

- Sending mean texts or instant messages
- Hacking into someone's gaming or social networking profile
- Being rude or mean to someone in an online game
- Spreading secrets or rumors about people online
- Pretending to be someone else to spread hurtful messages online

**What makes cyberbullying different from other types of bullying?**

- It's easy for people to hide who they are online, so you might not know who is bullying you.
- It's harder to get away from cyberbullying – it can happen anytime you have your phone or are at your computer.
- It's easier for players to be mean when they can't see the hurt they are causing.

*"They used to just bug me in the dressing room, but now they send mean texts when I'm at home."*

Kids Help Phone  
1 800 668 6868

PREVNet  
PREVENTING BULLYING AND HARASSMENT THROUGH EDUCATION  
ONLINE RESOURCES FOR POSITIVE HOCKEY DEVELOPMENT



**I'm being cyberbullied.**  
What should I do?

**1. STOP**  
You might feel like being mean back, but it's better not to. Take a breath and count to ten.

**2. SAVE**  
If it's a text or an email, don't delete it. If you're on a gaming or social networking site, take a screen shot. Having a copy of it will help you show someone what has happened.

**3. TELL**  
It's important to tell someone you trust about what's happening. Get help to report hurtful online behavior. If you feel unsafe, get a parent, guardian or coach to help you contact the police.

**4. BLOCK**  
Block the person who is bullying you (you can get an adult or an older sibling to help you if you don't know how).

**How to protect yourself from cyberbullying**

- Always keep your passwords private, even from your friends.
- Use a nickname that's different from your real name.
- Don't accept friend invites from strangers.
- Set up your profile to make sure that only friends can see it.

**Have you seen cyberbullying?**

- If you see cyberbullying, tell someone!
- If you know someone who is being cyberbullied, show them this page!

KidstipHelpPhone.ca  
1 800 668 6868  
Kids Help Phone

PREVNet  
PREVENTING BULLYING AND HARASSMENT THROUGH EDUCATION  
ONLINE RESOURCES FOR POSITIVE HOCKEY DEVELOPMENT

This Tip Sheet was developed by Kids Help Phone in partnership with Hockey Canada and with the support of PREVNet.

# MESSAGE FROM KIDS HELP PHONE

*“I get pushed around a lot and I really don’t like it. I play for my school and since I’m not the best they always [call me names] ... I really need your help! PLEASE.”*

– Young person on KidsHelpPhone.ca

At Kids Help Phone, our professional counsellors hear every day from young people affected by bullying and cyberbullying, like this teen who wrote to us after being called terrible names by other kids on her team.

No young person should ever be bullied, but fortunately help and hope are there for all those affected from places like Kids Help Phone and now through Hockey Canada. Kids Help Phone applauds Hockey Canada’s effort to promote respectful, safe, and fun environments for all kids, parents and coaches involved in hockey.

We are proud to join you and other partners in making this great resource available.

Sharon Wood  
*President & CEO*



# PREVNET

PREVNet is a national network of leading researchers and youth-serving organizations working together to stop bullying in Canada. It is the first network of its kind in Canada and a world leader in evidence based bullying prevention. Through education, research, training, and policy work, PREVNet aims to help every child and youth grow up happy, healthy and safe. PREVNet shares Hockey Canada’s commitment to a positive hockey experience for all participants, through upholding and instilling the values of dignity, respect for all people, fair play, honesty, and integrity. PREVNet is proud to stand alongside Hockey Canada in our shared efforts to proactively address bullying in all of its forms, in order to ensure that everyone involved in the game experiences respectful relationships and mental and physical well-being.

Joanne Cummings, Ph.D. C.Psych  
*Director of Knowledge Mobilization, PREVNet*



# UNDERSTANDING CYBERBULLYING

**Before you start this section refer to and review *Appendix 1* of this document!**

## DEFINITION OF BULLYING

Hockey Canada, in conjunction with its Branches and Minor Associations, has allocated resources into the awareness and prevention of bullying, harassment and abuse within the game of hockey. To supplement the steps that have been taken, Hockey Canada felt it important to bring attention to cyberbullying which is a new form of bullying in today's technology-driven society.

In **Appendix 1** of this document you will find a brief summary of Hockey Canada's Bullying, Harassment and Abuse information and we urge you to visit [www.hockeycanada.ca](http://www.hockeycanada.ca) for more information on Speak Out, Respect In Sport and Hockey Canada Policies and Procedures in this area.

Before discussing cyberbullying specifically, which is a type of bullying, it is important that we provide Hockey Canada's definition of bullying:

**Bullying is repeated aggressive behavior(s) that involves a power imbalance. Harm inflicted by bullying may be physical, psychological, social or educational.**

Recent research suggests that children and youth who are involved in traditional bullying are at greatest risk for involvement in cyberbullying. Rather than seeing cyberbullying as a unique form of bullying, it is more helpful to think of it as bullying that takes place in particular places, social online spaces– where individuals today spend so much time. <sup>1</sup>

1. Livingstone, S., & Smith, P.K. (2014). Annual Research Review: Harms experienced by child users of online and mobile technologies: The nature, prevalence and management of sexual and aggressive risks in the digital age. *Journal of Child Psychology and Psychiatry*, 55, 635–654.

# DEFINITION OF CYBERBULLYING

Cyberbullying involves the use of information and communication technologies including but not limited to email, cell phone and text message, camera phones, instant message, defamatory personal websites, to support deliberate, repeated and hostile behavior by an individual or group that is intended to harm others. It involves using technology to spread gossip, secrets or rumors about another person that will damage that person's reputation.

## FORMS OF CYBERBULLYING

### *E-Mail*

### *Social Network Sites*

- Examples - Facebook, YouTube, Del.icio.us, Twitter, Digg, blogs

### *Cell Phones*

### *Live Chats and Blogs*

### *Online Gaming Sites*

## WHO IS INVOLVED WITH CYBERBULLYING?

Bullying is intentionally hurting someone in order to insult, humiliate, degrade or exclude him or her. Basically it is "mean", repeated behavior that targets someone. It involves three roles: people who bully, people who are bullied, and the bystanders. Cyberbullying works the same way and can involve the bully, the target and the bystander.

## ROLE OF THE BYSTANDER

**A bystander is someone who witnesses bullying behavior, whether face to face or online. Bystanders play a role in the bullying world. Their reaction or lack of reaction often influences the outcome of the interaction:**

- Passive response gives the person who is bullying a theatre to cause hurt and a sense of reinforcement as there is no opposition.
- Supportive response to the person bullying gives that person positive attention, alignment, power and social status. The person who is the bystander may also increase their own social status.
- A negative response to the person bullying supports the person being bullied and may stop the bullying; however it may also put the bystander at risk to become the next victim.<sup>2</sup>

2. Hockey Canada Safety for All/Canadian Red Cross/Kids Help Phone

# WHAT MAKES CYBERBULLYING DIFFERENT?

## Cyberbullying can be very damaging because...

- Cyberbullying can happen instantly, by simply pressing the 'send' button. It is often created and then forwarded impulsively, without forethought.
- The lack of face-to-face feedback makes it easier for the person who is cyberbullying to ignore the negative impact on the person who is being cyberbullied.
- Negative or private messages can be spread to huge numbers of people at very high speed.
- Cyberbullying can happen any time and any place. Because youth are connecting to technology throughout the day and night, there is no way to escape it. Home may no longer be a safe place.
- Cyberbullying messages or content can remain online and be accessible permanently.

## Cyberbullying is sometimes hard to detect for coaches and parents because...

- People who cyberbully believe they can remain anonymous so they don't fear getting caught.
- Cyberbullying is often outside of the reach of hockey organizations, because this behaviour often happens outside of hockey on home computers or via cell/smart phones.
- Youth who have been bullied are afraid to report it to their parents because they are afraid their parents will overreact and take their technology away.
- Youth who have been bullied may not always know who is bullying them and/or they feel shame that they have been bullied.
- Young people may be fearful of social consequences if they report the cyberbullying.

# IMPACTS OF CYBERBULLYING

Bullying is a major issue that can impact both physical and emotional health; its effects can be both immediate and long-lasting. In the most tragic of cases, bullying has been related to fatal consequences. Children and adolescents who are involved in bullying (either as an aggressor, as a target, or both) are at risk for a number of emotional and behavioral problems, now and in the future, and require support to learn how to develop healthy relationships.



## Strong warning signs for children and adolescents who are bullied:

- Depression (low mood, a sense of hopelessness)
- Social anxiety, loneliness, isolation
- Stress related health problems (e.g., headaches, stomach aches)
- Low self-esteem
- School absenteeism and academic problems
- Aggressive behaviours
- Contemplating, attempting, or death by suicide

## Strong warning signs for children and adolescents who bully others:

- Not knowing the difference between right and wrong
- Delinquency and substance use
- Academic problems and increased school drop-out rate
- Aggression
- Sexual harassment and dating aggression
- Gang involvement and criminal adulthood
- Difficulties in their relationships with others
- Being bullied at the hands of others.<sup>3</sup>

# EFFECTS ON THE HOCKEY ENVIRONMENT

- Can disrupt the team environment and make hockey a negative experience.
- May cause a hostile team environment.
- May escalate a conflict among players or between teams making the problem even harder to solve.
- May cause players to avoid or stop participating in team activities.
- In its most extreme forms may lead to legal issues within the hockey environment.

3. PREVNet

# WHY DO PEOPLE CYBERBULLY?

There are lots of different reasons why people cyberbully:

- Some believe that what they are doing is harmless or “just a joke.”
- Players who are bored, restless, or upset might cyberbully as a way of “blowing off steam.”
- Cyberbullying can make a person feel powerful or popular—especially if others seem to think it is funny.
- People who have been bullied themselves will sometimes resort to cyberbullying as a way of getting back at the people who hurt them.
- Sometimes people who cyberbully believe that the other person “asked for it.”
- Groups of people sometimes egg each other on—when a group of people cyberbully together it can get severe very quickly.

## KEY MESSAGE FOR PLAYERS

It’s easy to make excuses for why what you are doing is okay, but excuses don’t cut it. Try to remember that there is no justification for any kind of bullying. No one “asks for it,” and it’s never harmless.

## WHAT RESEARCH TELLS US

### The Role of Adults in Electronic Bullying

It is the moral responsibility of adults to ensure that the rights of youth are honoured and that healthy development, healthy relationships, and citizenship are promoted. Cyberbullying is extremely hard to monitor as adults are often unaware of, or unable to detect, internet and cell phone use, and children and youth are reluctant to report it.

Even if cyberbullying is detected, it is difficult to address because freedom of speech rights may complicate the removal of hurtful websites and other electronic media. In cases where the target is under 18 they can complain to the website or social media platform but they must make the request. It is important to support this person through the complaint process.

In light of the above, it is critically important for all adults in a young person’s life to:

- learn about the communication technology that youth in their care are using
- send consistent messages that bullying in all of its forms is wrong
- communicate they, as adults, are available to help young people when cyberbullying issues arise
- Adults in the game of hockey can work with other adults in children and youth’s lives to promote the **key social emotional skills** that will most effectively prevent bullying and cyberbullying involvement:

- conflict management
- perspective taking and empathy
- emotion regulation – that is, the ability to calm oneself and modulate intense emotions before one acts
- the ability to anticipate consequences
- refusal techniques – the ability to do the right thing and withstand peer pressure
- help seeking – a willingness to bring problems to a trusted adult
- bystander mobilization – sense of social responsibility and personal confidence to be able to take action to stand up for others

Finally, it is not recommended to take away a youth's access to technology as a form of punishment. This isolates the youth from peers, and feeling connected to peers is critical to youth mental health. The threat of loss of social communication technology makes it less likely the youth will turn to adults for help in the future.

### ***Key Research Findings***

- Over 50% of youth who are victimized by electronic bullying don't inform any adults about the incidents and less than 35% of all students report that they would inform adults if/when they knew about someone else being electronically bullied.
- 57% of the youth who are bullied electronically confide in an online friend, but fewer than 9% inform an adult. Among youth who are victimized by electronic bullying, female youth are more likely than male youth to inform adults.
- 64% of students believe that adults in schools try to stop cyberbullying when they are informed of incidents.
- Students are more likely to report cyberbullying to parents than teachers, especially if the bullying is threatening in nature.

### ***Key Themes***

- The majority of youth who are victimized through electronic bullying do not report this bullying to an adult.
- Female youth are more likely to report electronic bullying than male youth.
- Students are more likely to report electronic bullying to parents than teachers, but still fear that their online privileges may be revoked as a result.
- School policies prohibiting cell phone use may make teachers and adults at school less approachable when youth are interested in reporting the bullying to an adult.
- Teachers, school personnel, parents, and adults (for Hockey Canada this means coaches, trainers and volunteers) in the community need to receive education to help them identify and respond appropriately to incidents of electronic bullying.

- Teachers, school personnel, parents, and adults in the community need to learn about the sites children and youth visit on the internet and how to use this technology. They should review privacy settings with children and youth, and make it clear that they are available to help solve problems. To learn more visit the Hockey Canada Cyberbullying webpage at: [www.HockeyCanada.ca/Cyberbullying](http://www.HockeyCanada.ca/Cyberbullying)

For complete information on the above research visit:

[www.prevnet.ca/sites/prevnet.ca/files/fact-sheet/PREVNet-SAMHSA-Factsheet-The-Role-of-Adults-in-Electronic-Bullying.pdf](http://www.prevnet.ca/sites/prevnet.ca/files/fact-sheet/PREVNet-SAMHSA-Factsheet-The-Role-of-Adults-in-Electronic-Bullying.pdf)



U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES  
Substance Abuse and Mental Health Services Administration  
[www.samhsa.gov](http://www.samhsa.gov)

# EXAMPLES OF CYBERBULLYING

## ***Email***

- Sending nasty emails to a player, coach or parent
- Including the entire team in a message to someone that is insulting or nasty
- Sending out or posting unsuitable images or videos

## ***Social Network Sites, for example – Facebook, Twitter, LinkedIn***

- Posting nasty comments or embarrassing or offensive photos about/of a teammate or coach or volunteer
- Hacking into someone's account and sending unpleasant messages
- Rejecting or excluding teammates, coaches, other parents, officials or volunteers

## ***Cell Phones***

- Nasty or threatening calls or texts between players, parents, coaches, officials or volunteers.
- Taking humiliating pictures and sharing them with others
- Starting rumours about another person through texting or communicating by phone

## ***Live Chats and Blogs***

- Sending/Posting negative comments about a coach or player
- Having negative discussions about your team on a public forum

## ***Online Gaming Sites***

- Name calling of other players involved with the game
- Sending nasty messages while the game is being played
- Picking on weaker players during the game

# TEXTING

## WHAT IS TEXTING?

Text messaging, or texting, is the act of composing and sending brief, electronic messages between two or more mobile phones, or fixed or portable devices over a phone network. The term originally referred to messages sent using the Short Message Service (SMS). It has grown to include messages containing image, video, and sound content (known as MMS messages). The sender of a text message is known as a texter, while the service itself has different colloquialisms depending on the region.<sup>4</sup>

In today's world many use texting instead of talking on their phones. If texting is used in a positive way it can be a fast and efficient way to communicate. If used in a negative way however, texting can lead to cyberbullying and be both negative and in some cases against the law.

Within the hockey environment, texting is very much a part of the culture taking into consideration the number of young people involved with hockey programming. For this reason it is important for hockey administrators, coaches and team staff and parents to create awareness amongst players about the positives and negatives of the texting environment.

Many adults are concerned about "sexting". Sexting is when people send and receive sexual messages (sometimes called 'sexts') over some form of technology, like a cell phone, web cam, app or website. Sexts can involve words, video or photos.

Problems arise when sexts are created or distributed without the consent of the individual whose image is contained in the electronic communication. This may occur, for example, when images are taken without a person's knowledge and consent. Even when the images were created and intentionally shared with a romantic partner, problems often occur when one member of the couple subsequently distributes the image to others – to brag, or to humiliate. It is important that texters of all ages are aware that this type of texting can be destructive to the texter, the people receiving the images and when the images are sexual in nature it is against the law.

The sample code of conduct found on page 46 of this document is a great framework for teams to use to instill codes of conduct related to texting and online behavior in general. Teach your players to text smart and show respect for those that they are communicating with.

Common texting symbols can be found in **Appendix 2**.

4. *Wikipedia*

5. *Texting, sexting and social networking among Australian youth and the need for cyber safety education, Author: McLoughlin, Catherine, Burgess, Jill, Year: 2009, Type of paper*

# HOW YOU CAN HELP AS AN ADULT

**How you as a parent or leader can make a difference!**

## WHEN YOUR TEEN IS BEING CYBERBULLIED

If teens are being cyberbullied, they may exhibit the same behaviors or signs as if they were being bullied in person (see page 9). They may also avoid discussions about their online activities. They may appear unhappy, irritable, or distressed, particularly after using the computer or viewing their cell phone. There may be a distinct change in how often they use the computer.

Teens are often afraid to talk to parents about their cyberbullying experiences out of fear their online activities will be restricted. Reassure your teen you will not take away their phone or Internet, but if they encounter anything online that makes them feel uncomfortable, or if they receive any messages or view content that is harassing or upsetting, that it is important to talk to an adult.

- Always be ready to listen to your teen and be their advocate. Cyberbullying can quickly escalate and requires swift adult intervention.
- Always keep a record of emails, chat room history, web postings or phone messages that you can take to your Internet Service Provider or the police, if necessary.
- Hockey associations or teams should have Codes of Conduct that include provisions against cyberbullying.

## WHEN YOUR TEEN IS CYBERBULLYING

If teens are cyberbullying others, they may have a history of aggression or bullying in more face to face ways, or have friends who do. They may also be more secretive about their online activities, switching screens or programs when others walk by. They may spend long hours online or become upset if they cannot use their computer or devices. They may also use multiple online accounts and appear agitated or animated when online.

## What you can do

- There have been a number of stories in the media over the past few years concerning cyberbullying. Use these as a starting point for a conversation with your teen or your team about what is acceptable behaviour both on and offline.
- Set association and/or team guidelines and rules for online behavior, including discussing how to keep each other accountable and what consequences there will be for violating guidelines and rules.
- Encourage teens to think how they would feel if they were the target of cyberbullying.

Associations can talk to parents advising cyberbullying prevention steps such as:

- With younger children who are just beginning to use online communication, keep computers in a common area, like the kitchen, so you can monitor online activity and reactions to online communication.
- Once your child is old enough to have his/her own personal cell phone, tablet, or other device, think of a gradual progression toward independent and private online privileges. Initially, parents should have access to all passwords so they can intermittently monitor the child's online communication. The child should know that parents are doing this. Only when parents are confident that their child is mature enough to use online communication responsibly, should parents step back and allow the youth to have total privacy online (i.e., access to accounts for which the parent does not know the password). It is difficult to recommend an age for this final step of independence; it depends on the individual youth. Youth should know that if they misbehave online, they will lose the right to have this privacy in their online communication for a period of time.
- For younger children and youth, always keep cellphones in a parents' room for charging overnight.
- Always set up email, chat accounts and blogs with your children so you are aware of the passwords, you can ensure privacy settings are enabled properly, and you can monitor the type of information they are posting online. Keep a list of your teen's IM and email contacts so you can verify each person.
- Always encourage your child to apologize to the person they have hurt.
- Emphasize the consequences if bullying does not stop – the effect it has on other people, the loss of privacy in their cellphone and Internet privileges, and possibly, legal consequences.



# KEEPING KIDS SAFE ONLINE

Check out the Cyber Tool put together by MediaSmarts, Canada’s Center for Digital and Media Literacy at [www.PREVNet.ca/resources/cyber-tool](http://www.PREVNet.ca/resources/cyber-tool). This valuable resource kit contains a self-directed tutorial that examines the moral dilemmas kids face in their online activities and offers strategies for helping youth deal with them; lesson plans for teachers of grades 5 and 6 that focus on search skills and critical thinking; and tip sheets for parents that provide useful ideas and strategies on how to teach your kids to be safe and ethical online. These could prove to be useful to anyone working with young people and to the parents of your players.

## THE IMPORTANCE OF INTERVENTION

It is important that cyberbullying behaviors are addressed within the hockey environment. This responsibility lies with the team officials, coaches, sport administrators and parents. It is important to realize that prevention of such behaviors begins with education and awareness before such behaviors occur.

The rules and regulations of sport are established to provide consequences for inappropriate behaviors including bullying, harassment and abuse. If deemed effective many incidents can be addressed during the competition. Incidents requiring further steps may result in removal from the competition and a follow up review by the sport association administrators. The officials have a responsibility during the competition to apply the rules to ensure fair play principles. The coach has the responsibility to point out inappropriate behaviors and discipline, where appropriate. This is necessary even if an official did not see the inappropriate behavior of the player.

The athlete has a responsibility to participate in the hockey environment without disrespectful behaviors. Players need to be equipped with skills of how to respond when cyberbullied without falling into the trap of retaliation.

### **Prevention Education for Personnel and Players** (Speak Out Workbook)

#### ***All Athletes***

Ideally, all players and personnel working with players should receive Bullying, Harassment and Abuse Prevention Education including cyberbullying awareness.

Prevention education should be adapted to an age-appropriate level to promote players’ understanding and confidence in this area. Cyberbullying education should achieve the following objectives:

- To understand the definition of cyberbullying
- To understand how cyberbullying happens (e.g., through what channels, what it looks like)
- To understand that cyberbullying is never the target’s fault
- To know to report cyberbullying, who to tell and how to help a friend who is being cyberbullied, harassed or abused

### ***All Personnel***

All personnel should receive information in the area of cyberbullying prevention, to be able to explain and endorse the sport organization's policies and standards of behavior, and to be able to identify inappropriate behaviors which may pose risk to their position in the organization. The objectives should include all of those mentioned above, as well as the following additional objectives:

- To understand personnel's role in creating awareness, responding to and reporting cyberbullying
- To identify behaviors which may pose a risk to players and personnel
- To learn how to reduce risk for athletes in becoming victims of cyberbullying.<sup>6</sup>

6. Hockey Canada's Speak Out Workbook created with the support of the Canadian Red Cross Abuse Prevention Services.

# PRACTICAL STEPS TO KEEP YOURSELF SAFE ONLINE

## CREATING THE AWARENESS

**Here are some great tips that you as an association or team coach can use to create awareness around cyberbullying prevention:**

- Keep personal online identifying details about yourself, such as your address, date of birth, phone number, school, credit card number, etc. private. Keep your passwords to yourself (and your parents) do not share with even your closest friends.
- Use your privacy settings. Find out how to keep your content as private as possible on the sites you use. Check these privacy settings often, because they can change.
- You may feel pressure to share photos of yourself (“selfies”) or other details about yourself. Maybe a boyfriend, girlfriend, or even friends are pressuring you to do it. If you are feeling pressured to send something about yourself or forward something about someone else, that’s a red flag.
- Before you send an image of yourself, stop and consider whether you would feel comfortable if the image was shared. Consider that once a photo is out on the internet, that it can be difficult to retrieve or delete.
- Log out of online accounts when not using them. Saving passwords in form fields within web sites or your web browser, and staying logged on when you walk away from your computer or cell phone can present an opportunity for someone to pretend they are you online.
- Talk to your friends about cyberbullying. Support those who have been targeted, and if you know anyone who cyberbullies, tell them to stop it.
- Search your own name in every major search engine frequently, including in an image search. If any personal information or photo comes up that might be used negatively try to have it removed by contacting your internet service provider and/or the site administrator.

- If you see negative comments toward someone else online, refuse to participate, and take a stand. Never go along and re-send an offensive post or image. ***Think before you click send.***
- Cyberbullying continues when others either play along, or do nothing. Offer support to the person being targeted, and speak out against hate online. You might be surprised by how many people want to join you.

# PROTECTING YOUR SMARTPHONE

## *Easy steps you can take to protect your smart phone.*

1. Set up your phone with a strong password that you change regularly. This will protect your information not just from hackers, but from someone who finds your phone if you lose it. Some phones have the ability to be turned off remotely as well.
2. Only connect by Wi-Fi with trusted, password-protected networks, and turn off settings that automatically search for Wi-Fi networks.
3. When downloading an app, take a good look at the permissions, and don't just click "allow" every time. What appears to be a fun app may in fact be a 'Trojan Horse', which gives a hacker access to your system once you install it.
4. Before you click on something, think seriously about where it came from. Viruses and worms can infect your mobile phone from anything you download, from text attachments and Bluetooth transfers.
5. Never "jailbreak", or try to remove the limitations imposed by the manufacturer of your device. This could disable security measures of your mobile's OS (Operating System), making you an easy target for a virus, worm or Trojan Horse.

# PROTECTING YOUR LAPTOP/TABLET

## *Easy ways to keep your laptop/tablet safe.*

1. Your laptop/tablet may come with anti-virus software, often on a trial basis. Be sure to renew it or install new software when the trial period ends.
2. Enable the update notification function on your laptop. Generally, do not ignore update notices and do updates when they are suggested. However, DO ignore security updates from email or website pop-ups that you are not familiar with because they could actually be viruses. If you have questions, avoid downloading anything until you have some clarity about what you are downloading
3. Use strong, frequently changed passwords to protect your device. If it is ever lost or stolen, your information will remain safe from whoever's hands it falls into.
4. When you download files from the Internet, make sure they are from a trusted source, and always use your anti-virus software to scan the files you download.
5. Only use wireless networks and hotspots that you know – like your local coffee shop or somewhere where a password is provided to use their Wi-Fi. Never conduct financial transactions on public Wi-Fi.

# PLAYING SAFE WHILE GAMING

*Easy ways to make sure you play safe while gaming.<sup>7</sup>*

1. Keep your game software up to date, and don't download unauthorized programs related to the game.
2. Make sure your computer is fully loaded with a firewall, anti-spy software and anti-virus software.
3. Use strong passwords: at least 8 characters long, containing letters, numbers and symbols. Also, choose a username that doesn't reveal your identity.
4. If your firewall lets you designate specific IP addresses to fellow gamers, do so: it makes them trusted partners and makes you less likely to encounter dangerous malware.
5. Choose a username that does not reveal anything about your identity. Consider using a nickname.

# LEARNING ABOUT PRIVACY SETTINGS

*Learn about privacy settings available to you*

Privacy and security settings exist for a reason: Learn about and use the privacy and security settings on social networks. They are there to help you control who sees what you post and manage your online experience in a positive way.<sup>8</sup>

# TAKING A SCREEN SHOT

*Taking a screen shot on your computer and your phone*

If you are being cyberbullied, it is important to keep the messages you have been sent in case you decide the cyberbullying needs to be reported. One way of saving the messages is to take a screen shot of the information.

Taking a screen shot is like **taking a picture** of your computer screen. Most computers have built-in features to allow you to take a screen shot.

*On a PC:*

1. Press **PrtScn** (print screen) button.  
On some laptops, you will need to hold down the **function** or **fn** button at the same time as you press for this to work.
2. Open *Microsoft Paint* (which can be found in your accessories folder)
3. Hit *Paste* (the screen shot should appear)
4. *Save* the image to a folder

<sup>7</sup>. Government of Canada [www.getcybersafe.gc.ca/index-eng.aspx](http://www.getcybersafe.gc.ca/index-eng.aspx)

<sup>8</sup>. [www.staysafeonline.org/stay-safe-online/protect-your-personal-information/social-networks](http://www.staysafeonline.org/stay-safe-online/protect-your-personal-information/social-networks)

### ***On a Mac:***

Press **command** + **shift** + **3** at the same time. This will take a screenshot and save it as a file on the desktop.

### ***On an iPhone/iPad/iPod Touch***

Press and hold the **Sleep/Wake** button on the top or side of your iPhone, iPad, or iPod touch, then immediately press and release the **Home** button.

You can find the screenshot in your Photos app

### ***On an Android***

Note that the Androids vary as to how to take a screenshot. Refer to the mobiles user manual for instructions.

### ***On a Blackberry***

To take a screen capture of your BlackBerry device, press the **Volume Up** key and the **Volume Down** key at the same time.

To view your screen shot, do one of the following:

In the Pictures app, tap **Menu** > **Gallery** .

If you have BlackBerry Balance on your device, switch to your work space. In the Pictures app, tap **Menu** > **Gallery**.

# BRANCH AND MINOR ASSOCIATION PREVENTION

## THE CHALLENGE

For a sport governing body, addressing and preventing bullying, harassment and abuse can be challenging, and cyberbullying presents new and unique challenges.

### ***The Challenges of Addressing Cyberbullying for Hockey Organizations!***

1. Much like schools, hockey organizations struggle with how much they are responsible for away from the rink and the game. In most Canadian provinces and territories, legislation recognizes that anything that interferes with the learning climate of the school, including cyberbullying, is the school's responsibility (see [www.prevnet.ca/resources/policy-and-legislation](http://www.prevnet.ca/resources/policy-and-legislation)). Similarly, anything that affects the hockey experience for any participant could fall under the purview of the hockey organization.
2. We as adults sometimes minimize the issue of bullying both face to face and online, putting it across as a "fact of life" and "part of growing up".
3. Parents, coaches etc. may not realize the seriousness of the situation and the consequences it can have on the individuals who are being targeted.
4. The investigation and response to complaints are often challenging and time consuming.



# STEPS TO SUCCESS

Policy and  
Guidelines

Education and  
Awareness

Provide support  
through  
networking

## Important Steps to Prevention

### Hockey Canada/Kids Help Phone/PREVNet Tip Sheets

In **Appendix 3** you will find tips for parents, teens and kids on how to address and prevent cyberbullying. These sheets can be printed off and distributed to your teams and volunteers to help to create prevention within your jurisdictions.

#### *Associations*

1. Using the policy checklist and template in the next section, create policies around cyberbullying for you teams and all those involved with hockey in your area. Make your membership aware of your policies and how they will be enforced!
2. At the beginning of the season meet with your coaches and team volunteers and speak to the information on the tip sheets we have provided. Invite teams to have team meetings with their players and parents to help pass the word.
3. Provide the code of conduct template available in **Appendix 4** and urge your coaches and team staff to create their own team codes specific to cyberbullying behavior.

## TEAM MEETINGS

### **Create Awareness - Have a Team Meeting and review the information on the Hockey Canada Tip Sheets.**

This meeting should be held early in the year to make team members aware of your stance against cyberbullying as a coach/association member!

#### *Step 1*

**Convene a meeting with your parents (If applicable to your team) and their players! Distribute the Hockey Canada/Kid's Help Phone/PREVNet tip sheets that apply to your age group (Appendix 3)**

- Kids – Initiation, Novice, Atom
- Teens – Peewee, Bantam, Midget
- Parents, coaches, administrators

## **Step 2**

### **Talk to parents about why it is important for Hockey Canada, the Branch and the Minor Hockey Association to address bullying and more importantly cyberbullying:**

- The mission of Hockey Canada is to lead, develop, and promote positive hockey experiences
- Protecting participants from all forms of bullying, harassment and abuse, whether emotional, physical or sexual, is an important element of safety.
- It is important to realize that prevention of cyberbullying behaviours begins with education during practices and team meetings - before such behaviours occur.
- We are all responsible for the reasonable safety and well-being of all athletes while participating in sport activities.;
- One of the foundations of a healthy situation for young players is to create a respectful environment for everyone. <sup>9</sup>

### **Make parents and players aware of your team policy/code and your Branch or Minor Hockey Association policy within your jurisdiction!**

## **Step 3**

### **Make parents aware of the Hockey Canada cyberbullying webpage!**

*[www.hockeycanada.ca/en-ca/Hockey-Programs/Safety/Cyberbullying](http://www.hockeycanada.ca/en-ca/Hockey-Programs/Safety/Cyberbullying)*

## **Step 4**

### **Show the cyberbullying PSA**

Government of Canada – Get Cyber Safe

*[www.getcybersafe.gc.ca/cnt/rsrscs/vds/\\_fls/cbr-bllng-eng.mp4](http://www.getcybersafe.gc.ca/cnt/rsrscs/vds/_fls/cbr-bllng-eng.mp4)*

<sup>9</sup> Hockey Canada Speak Out Workbook 2013-2014, Red Cross

# POLICY BUILDING

## CHECKLIST TO SUCCESS

This checklist is intended for Branches and Minor Hockey Associations to create, review or revise bullying prevention policies. It is based on PREVNet’s perspective on the empirical evidence base and best practices. The framework is consistent with the UN Convention on the Rights of the child ([www2.ohchr.org/english/law/crc.htm](http://www2.ohchr.org/english/law/crc.htm)). Further information and supporting resources can be downloaded from: [www.prevnet.ca](http://www.prevnet.ca)

<b>Please rate the extent to which your policy is aligned with the following components of an effective bullying prevention policy for youth serving organizations.</b>	Yes	Some-what	No	Don't know
1. Your organization has a policy that explicitly pertains to bullying				
2. Your organization has a section that explicitly pertains to cyberbullying within its bullying policy				
3. The policy was created with stakeholder involvement, including players, parents, staff, and volunteers				
4. The policy includes a clear definition of bullying including: <ul style="list-style-type: none"> <li data-bbox="157 993 455 1026">• Power imbalance in bullying</li> <li data-bbox="157 1032 678 1065">• Different forms of bullying including cyberbullying</li> <li data-bbox="157 1071 700 1104">• Perceived or actual harm and distress due to bullying</li> <li data-bbox="157 1110 604 1143">• Members of certain groups more vulnerable</li> </ul>				
5. The policy includes a clear reference to the importance of healthy relationships, including rights and responsibilities for: <ul style="list-style-type: none"> <li data-bbox="157 1253 617 1286">• Mental and physical safety of self and others</li> <li data-bbox="157 1292 442 1325">• Respect for self and others</li> <li data-bbox="157 1331 570 1364">• Feeling valued and a sense of belonging</li> </ul>				

6. The policy clearly describes to whom, when, and where it applies, for example:				
<ul style="list-style-type: none"> <li>• To all children/youth, parents, staff, and volunteers</li> </ul>				
<ul style="list-style-type: none"> <li>• During organization sanctioned events and/or other interactions</li> </ul>				
<ul style="list-style-type: none"> <li>• Both face-to-face and online (i.e., electronic communication)</li> </ul>				

7. The policy affirms the importance of bullying prevention and intervention, and mandates:				
<ul style="list-style-type: none"> <li>• Developmentally appropriate programming for parents and players to educate about rights and responsibilities, forms of bullying including cyberbullying, the role of bystanders, and the organization’s policy</li> </ul>				
<ul style="list-style-type: none"> <li>• Adequate time and resources allocated to training all staff/volunteers (including new staff/volunteers)</li> </ul>				
<ul style="list-style-type: none"> <li>• Adequate and accessible documentation and forms to implement policy</li> </ul>				
<ul style="list-style-type: none"> <li>• Adequate supervision and monitoring of children/youth</li> </ul>				
<ul style="list-style-type: none"> <li>• Parent/guardian education about the organization’s bullying prevention policy</li> </ul>				
<ul style="list-style-type: none"> <li>• A safe , clear, confidential and accessible reporting structure for everyone</li> </ul>				

8. The policy describes clear responses to children/youth who have bullied others including:				
<ul style="list-style-type: none"> <li>• Progressive Action – a continuum of responses that start with “formative” or educational consequences that develop social understanding, attitudes and skills needed for healthier relationships. If bullying behavior is repeated, educational consequences increase in severity</li> </ul>				
<ul style="list-style-type: none"> <li>• Responses that take into account the unique individual, family, group dynamics, and situational factors</li> </ul>				
<ul style="list-style-type: none"> <li>• When to notify parents/guardians and involve them in working through the problem</li> </ul>				
<ul style="list-style-type: none"> <li>• A follow-up plan to monitor bullying behavior as long as necessary to ensure it has stopped</li> </ul>				

9. The policy describes clear responses to players who have been victimized by cyberbullying, and who have witnessed cyberbullying including:				
<ul style="list-style-type: none"> <li>• Protection and emotional support</li> </ul>				
<ul style="list-style-type: none"> <li>• Implementation of an individualized safety plan and ongoing monitoring as long as necessary to ensure victimization has stopped and the continued participation of players who were victimized or witnessed cyberbullying</li> </ul>				
<ul style="list-style-type: none"> <li>• When to notify parents/guardians and involve them in working through the problem</li> </ul>				

10. The policy specifies clear roles and responsibilities for all parents, personnel and volunteers with respect to:				
<ul style="list-style-type: none"> <li>• All coaches and adults around the game model healthy relationships at all times</li> </ul>				
<ul style="list-style-type: none"> <li>• Monitoring peer interactions and group dynamics; responding to observations of cyberbullying behavior or reports of cyberbullying; investigating cyberbullying issues</li> </ul>				
<ul style="list-style-type: none"> <li>• Reporting cyberbullying issues: within specified channels of the organization's structure, to parents/guardians, and to external organizations consistent with existing Duty of Care policies and local legislation</li> </ul>				
<ul style="list-style-type: none"> <li>• Making decisions regarding Progressive Action for players and adults who bully</li> </ul>				
<ul style="list-style-type: none"> <li>• Assuming responsibility for implementation and follow-up when cyberbullying issues arise</li> </ul>				
<ul style="list-style-type: none"> <li>• Increased educational programming, supervision and monitoring for teams in which bullying has taken place</li> </ul>				
<ul style="list-style-type: none"> <li>• Evaluation of cyberbullying prevention and intervention initiatives with tools such as surveys and focus groups.</li> </ul>				
<ul style="list-style-type: none"> <li>• For the PREVNet Bullying Evaluation and Strategies Tool click here <i><a href="http://www.prevnet.ca/resources/assessment-tool">www.prevnet.ca/resources/assessment-tool</a></i></li> </ul>				
<ul style="list-style-type: none"> <li>• Accountability to stakeholders for the Bullying Prevention Policy</li> </ul>				
<ul style="list-style-type: none"> <li>• Reviewing and updating the policy at specified intervals based on internal evaluation findings and current research literature</li> </ul>				

# POLICY TEMPLATE

## Cyberbullying Policy

### Statement of Purpose

*“Enter Branch/Association”* is committed to providing a positive sport environment free from cyberbullying. *“Enter Branch/Association”* supports the right of all its members, whether athletes, volunteers or employees, to participate in all *“Branch/Association”* activities free from any form of cyberbullying. Further, *“Branch/Association”* emphasizes the importance of eliminating cyberbullying in hockey as a key element in ensuring the safety of young participants. A sports environment which actively discourages cyberbullying and builds relationships based on trust and mutual respect, is an environment which encourages the overall development of the individual.

In order to further these objectives, *“Branch/Association”* will make every reasonable effort to promote awareness of cyberbullying among all its members, and to respond quickly and effectively to complaints or disclosures of cyberbullying.

### Policy

It is the policy of *“Branch/Association”* that cyberbullying in all its forms will not be tolerated during the course of any *“Branch/Association”* activity or program. Accordingly, all *“Branch/Association”* personnel (staff, volunteers, team or on-ice officials) and partners (parents, guardians) are responsible for making every reasonable effort to uphold this commitment. Specifically, this includes refraining from cyberbullying behavior, responding promptly and informally to minor incidents of cyberbullying and following *“Branch/Association”* policy guidelines for reporting or responding to more serious complaints of cyberbullying. Players and other participants are expected to refrain from cyberbullying behavior and are encouraged to report incidents of cyberbullying.

### Definition of Cyberbullying

Cyberbullying involves the use of information and communication technologies, including, but not limited to, email, cell phone and text messages, camera phones, instant message, or defamatory personal websites, to support deliberate, repeated and hostile behavior by an individual or group that is intended to harm others. It involves using technology to spread gossip, secrets or rumors about another person that will damage that person’s reputation. By its nature, the technology itself creates a power imbalance between the person who is behaving in a hostile manner online, and the one who is targeted. The power imbalance and harm caused by cyberbullying is greater when the individual who is targeted is vulnerable due to disability, gender, gender identity, sexual orientation, religion, ethnicity, or culture.

## Examples of cyberbullying

### *Email*

- Sending nasty or threatening emails to a player, coach or parent
- Including the entire team in a message to someone that is insulting or nasty
- Sending out or posting unsuitable images or videos
- Breaking into an email account and sending hurtful materials to others under an assumed identity
- Deliberately excluding others from email contact lists

### *Social Networks (Facebook, Twitter, LinkedIn, etc.)*

- Posting nasty comments or embarrassing or offensive photos of a teammate, coach or volunteer
- Hacking into someone's account and sending unpleasant messages
- Rejecting or excluding teammates

### *Cell Phones/Smart Phones*

- Nasty or threatening calls or texts between players, parents, coaches or officials
- Taking humiliating pictures or videos and sharing them with others
- Starting rumours about another person through texting or phone calls
- Using apps inappropriately

### *Live Chats, Websites and Blogs*

- Deliberately excluding others from instant messaging contact lists
- Sending or posting negative comments about a coach or player
- Having negative discussions about your team on a public forum
- Threatening others
- Creating blogs or websites that have stories, cartoons, pictures or jokes ridiculing others
- Creating polling websites where visitors are asked to rate individuals attributes in a negative manner
- Engaging someone in instant messaging, tricking them into revealing personal information and then forwarding that information to others
- Using someone else's password in order to change their profile to reflect sexual, racist and other content that may offend others
- Posting false or hurtful messages on online bulletin boards or in chat rooms

### *Online Gaming Sites*

- Name-calling of other players involved
- Sending nasty messages while the game is being played
- Picking on weaker players during the game

## ***Responses and Remedies***

It is the position of ***“Branch/Association”*** that cyberbullying cannot and should not be tolerated in any environment, including hockey. Cyberbullying is unacceptable and harmful. ***“Branch/Association”*** recognizes the serious negative impact of all types of cyberbullying on personal dignity, individual and group development and performance, enjoyment of the game and in some cases, personal safety.

At the same time, ***“Branch/Association”*** recognizes that not all incidents of cyberbullying are equally serious in their consequences. Cyberbullying covers a wide spectrum of behaviors, and the response must be equally broad in range, appropriate to the behavior in question and capable of providing a constructive remedy. There must be no summary justice or hasty punishment. The process of investigation and settlement of any complaint of cyberbullying must be fair to all parties, allowing adequate opportunity for the presentation of a response to the allegations.

Minor incidents of cyberbullying should be corrected promptly and informally, taking a constructive approach and with the goal of bringing about a change in negative attitudes and behavior.

More serious incidents should be dealt with according to the relevant association, Branch or national policy guidelines. Complaints should be handled in a timely, sensitive, responsible and confidential manner. There should be no tolerance of reprisals taken against any party to a complaint. The names of parties and the circumstances of the complaint should be kept confidential except where disclosure is necessary for the purposes of investigation or taking disciplinary measures.

Anyone making a complaint which is found to be clearly unfounded, false, malicious or frivolous may be subject to discipline.



# HOW THE LAW DEALS WITH CYBERBULLYING

## IMPORTANT LINKS

To learn more about cyberbullying and the law visit:



Royal Canadian  
Mounted Police

Gendarmerie royale  
du Canada

[www.rcmp-grc.gc.ca/cycp-cpcj/bull-inti/index-eng.htm](http://www.rcmp-grc.gc.ca/cycp-cpcj/bull-inti/index-eng.htm)



PREVNet

[www.prevnet.ca/bullying/cyber-bullying/legal-consequences](http://www.prevnet.ca/bullying/cyber-bullying/legal-consequences)

# APPENDICES

## APPENDIX 1 - SPEAK OUT BROCHURE

To download this information go to:

[www.hockeycanada.ca/en-ca/Hockey-Programs/Safety/Essentials/Downloads](http://www.hockeycanada.ca/en-ca/Hockey-Programs/Safety/Essentials/Downloads)



Play safe, show respect, have fun.

**FAIR PLAY** means everyone is **SAFE**, respecting each other, and **HAVING FUN**.

**SPEAK OUT!**

Prepared and Issued by Hockey Canada

Talk to someone you **TRUST** when you are being **bullied, harassed or abused. HELP** a friend by **LISTENING** and **BELIEVING**.

**YOU** have the right to be **SAFE**.

**Talk to someone you trust:**

Mom	Neighbour
Dad	Teacher
Coach	Principal
Uncle	Doctor
Aunt	Nurse
Friend	Grandma
Counsellor	Grandpa
Brother	Police Officer
Sister	Social Worker

KidsHelpPhone.ca  
1800 668 6868

Kids Help Phone

Hockey Canada  
801 King Edward Ave  
Suite N204  
Ottawa, Ontario, K1N 6N5  
613-562-5677

HockeyCanada.ca



**WHAT IS BULLYING?**

Bullying is repeated aggressive behaviour (s) that involves a power imbalance. Harm inflicted by bullying may be physical, psychological, social or educational.

**BULLYING, HARASSMENT AND ABUSE ARE WRONG.**  
If you are being bullied, harassed or abused, know someone who is, or you're not sure, talk to someone you trust.

**IT CAN HAPPEN ANYWHERE...**  
arenas practice  
dressing rooms buses  
homes walking home  
cars parking lots  
parties on the street  
on the phone online  
social media e-mail  
Instant message

**WHAT IS ABUSE?**

When another person who is often more powerful uses his or her power to harm you and you require protection - this is abuse. More examples are: **emotionally or physically hurting you, threatening to hurt you, or forcing or pressuring you to perform a sexual act.**

**SPEAK OUT!**  
It is not unusual to feel angry, confused, depressed, ashamed or afraid. **Keeping silent won't make the problem go away.** Talk to someone you trust. Keep talking until someone listens to you.

**WHAT IS HARASSMENT?**

Harassment occurs when someone discriminates against you because of part(s) of who you are. This can include unwanted comments or physical contact, threats or intimidation. Examples of harassment include discrimination because of your race, gender or sexual orientation.

**SPEAK OUT!**

**HELPING A FRIEND**  
If a friend is being bullied, harassed or abused, you can help by: **listening, believing, supporting, getting them to talk to someone they trust, or telling someone you trust.**

# APPENDIX 2 – COMMON TEXTING SYMBOLS

TEXT	TEXT SYMBOL MEANING	TEXT	TEXT SYMBOL MEANING
#:-)	Smiling with a fur hat	%- )	Confused or merry
%-(	Confused and unhappy	%-}	Intoxicated
%-6	Not very clever	&:-)	Smiling with curls
(:-	Smiling	(:-)	Smiling with helmet
(::X::)	Plaster / Elastoplast	*****@*	Centipede wearing a sombrero
*< :o>	Santa Claus	/:-	Unamused, mildly cross
/\ (00) /\	Spider	: - )...	Drooling
:-7	Smirk	:-D	Grinning
:-P	Sticking tongue out	:')	Happy and crying
:@	Shouting	:-#	Razes
:(	Sad, without nose	:'-(	Crying
:-(	Sad	:-()	Shocked
:-(0)	Shouting	:)	Smiling without a nose
:-)	Smiling	-:-)	Punk
:-)=	Smiling with a beard	:-)8	Smiling with bow tie
:-*	Bitter	:-*	Kiss
:-?	Smoking a pipe	:-\	Sceptical
:^)	Broken nose	:-{)	With a moustache
:-{}	Lip stick	:-	Determined
:- /:-I	No face/poker face	:-	Angry
:-~)	Having a cold	:'-(	Crying
:'-D	Crying with laughter	:-<	Cheated
:-<>	Surprised	:=)	Two noses
:-0 hbtu 0-:	Happy birthday to you	:-9	Salivating
:-c	Unhappy	:-D	Laughter
:-E	Buck-toothed Vampire	:-o	Appalled
:-O	Wow	:-o zz	Bored
:-v	Talking	:-w	Talking with two tongues
:-x	Small Kiss	:-X	Biggy sloppy kiss

TEXT	TEXT SYMBOL MEANING	TEXT	TEXT SYMBOL MEANING
:X	Not saying a word	;)	Twinkle (Wink), without nose
;-)	Twinkle (Wink)	@:-)	Wearing a turban
@}--\-,---	A rose	@WRK	At work
[:)	Smiling with walkman	[:]	A Robot
{:-)	Toupee	{:-)	Smiling with hair
:-[ ]	Mick Jagger	~I	Sleeping
~0	Snoring	}:-(	Toupee blowing in the wind
<:-	Monk / Nun	< ~)	Chinese
<3	A love heart	<3X	Love heart and Kiss
=(_8^(1)	Homer Simpson	= :-)=	Uncle Sam
>:- (	Angry, yet sad	>: -	Cross
>:-(	Very angry	>:-@!	Angry and swearing
>@#@#@8^)	Marge Simpson	><:>	A Turkey
>>: -)	A Klingon	>8-D	Evil crazed laughter
2bctnd	To be continued	2d4	To die for
2g4u	To good for you	2Ht2Hndl	Too hot to handle
2l8	too late	2WIMC	To whom it may concern
4e	Forever	4yeo	For your eyes only
5:-)	Elvis Presley	7K	Sick
8-)	Smiling with glasses	8:-)	Glasses on head
8:]	A Gorilla	A3	Anytime, Anywhere, Anyplace
AAM	As a matter of fact.	AB	Ah Bless!
ADctd2uv	Addicted to Love	AFAIK	As Far As I Know
AFK	Away From Keyboard	AKA	Also known as
ALLWansU	All I want is You	AML	All my love
ASAP	As Soon As Possible	ASL	Age, Sex, Location
ATB	All the best	ATK	At the keyboard
ATM	At the moment	ATW	At the weekend
AWHFY	Are we having fun yet	B-)	Sunglasses
B:-)	Sunglasses on head	B4	Before
B4N	Bye For Now	BAK	Back At Keyboard

TEXT	TEXT SYMBOL MEANING	TEXT	TEXT SYMBOL MEANING
BBL	Be Back Later	BBS	Be Back Soon
BBSD	Be back soon darling	BCNU	Be seein' you
BF	Boy Friend	BFF	Best Friends Forever
BFN/B4N	Bye For Now	BGWM	Be gentle with me
BRB	Be Right Back	BRT	Be Right There
BTW	By The Way	C :-)	Smiling with top hat
c B-)	Ali G	Cld9?	Cloud 9?
Cm	Call me	CU	See You
CUIMD	See you in my dreams	Cul	See you later
CUL8R	See you later	CYA	See You
d:-)	Smiling with cap	DK	Don't know
DUR?	Do you remember	E2EG	Ear to ear grin
EOD	End of discussion	EOL	End of lecture
F?	Friends	F2F	Face to face
F2T	Free to talk	FAQ	Frequently Asked Questions
FC	Fingers Crossed	FITB	Fill in the Blank
FWIW	For What It's Worth	FYA	For your amusement
FYEO	For your eyes only	FYI	For Your Information
G9	Genius	GAL	Get A Life
GF	Girlfirend	GG	Good Game
GMTA	Great minds think alike	GR8	Great
GSOH	Good Salary, Own Home / Good Sense of Humour	GTSY	Glad to see you
H&K	Hugs and Kisses	H2CUS	Hope to see you soon
H8	Hate	HAGN	Have a good night
HAND	Have a nice day	IC	I See
ICQ	I Seek you	IDK	I dont know
IIRC	If I recall correctly	ILU	I love you
IMBL	It must be Love	IMFL	I'm Falling in Love
IMHO	In my honest/humble opinion	IMI	I mean it
IMO	In my opinion	IOW	In other words...
IRL	In real life	IUSS	If you say so

TEXT	TEXT SYMBOL MEANING	TEXT	TEXT SYMBOL MEANING
J4F	Just for fun	JFK	Just for kicks
KC	Keep cool	KHUF	Know how you feel
KISS	Keep it simple, stupid	KIT	Keep in touch
KOTC	Kiss on the cheek	KOTL	Kiss on the lips
L8	Late	L8r	Later
LDR	Long distance relationship	LMAO	Laugh my ass off
LMFAO	Laugh my f*****g ass off	LOL	Laughing out loud
LOLWUT	What?	LTNC	Long time no see
M8	Mate	MC	Merry Christmas
MGB	May God Bless	MOB	Mobile
MTE	My thoughts exactly	MYOB	Mind your own business
NA	No access	NC	No comment
NE	Any	NE1	Anyone
NGL	Not Gonna Lie	NO1	No-One
NRN	No Reply Necessary	NWO	No way out
O :-)	An angel	O4U	Only for you
OIC	Oh, I see	OTOH	On the other hand
OU	I owe you	PCM	Please call me
PITA	Pain the the ass	PPL	People
PRT	Party	PRW	Parents Are Watching
QPSA?	Que Pasa?	QT	Cutie
R	Are	RMB	Ring my Bell
ROFL	Rolling On The Floor Laughing	ROFLOL	Rolling On The Floor Laughing Out Loud
ROTFLMAO	Rolling On The Floor Laughing My Ass Off	RU?	Are you?
RUOK?	Are you Ok?	SC	Stay cool
SETE	Smiling Ear to Ear	SK8	Skate
SME1	Some One	SO	Significant Other
SOL	Sooner or later	SRY	Sorry
STATS	Your sex and age	SWALK	Sent/Sealed with a loving Kiss
SWG	Scientific Wild Guess	T+	Think positive

<b>TEXT</b>	<b>TEXT SYMBOL MEANING</b>	<b>TEXT</b>	<b>TEXT SYMBOL MEANING</b>
T2Go	Time to Go	T2ul	Talk to you later
TDTU	Totally devoted to you	THX	Thank You
THX40	Thanks for nothing!	TIC	Tongue in cheek
TMI	Too Much Information	TMIY	Take me I'm yours
TTFN	Ta-Ta For Now!	TTYL	Talk To You Later
U	You	U2	You Too
U4E	Yours For Ever	UR	You are
URT1	Your are the one	W4u	Waiting for you
W8	Wait...	WAG	Wild ass guess
WAN2	Want to	WB	Welcome Back
WLUMRyMe	Will you marry Me?	WRT	With respect to
WTF	What the f...	WTG	Way to go!
WUF	Where are you from?	WUWH	Wish you were here
X	Kiss	X!	Typical Woman
Y!	Typical Man	YBS	You'll be Sorry
YOLO	You Only Live Once		

# APPENDIX 3 – HOCKEY CANADA/KIDS HELP PHONE TIP SHEETS



## What you need to know **Cyberbullying** **Adults**

KidsHelpPhone.ca  
1 800 668 6868

Kids Help Phone

### What is cyberbullying?

If someone is using technology such as cell phones or computers to intimidate or harass a child you care about, that child is being cyberbullied. Cyberbullying may include:

- Harassing or threatening someone through instant messages (IMs), phone calls, text messages, or emails, either within or outside the hockey environment
- Posting private or embarrassing photos online
- Starting a website that rates or disparages someone's hockey ability, be it a player, coach or official
- Verbally abusing other players in multiplayer online games, internet-connected console games, and virtual worlds
- Creating fake Facebook or Twitter accounts that ridicule or demean other players, coaches or officials
- Stealing someone's password and then impersonating them online
- Spreading lies, rumours or secrets online

### Is cyberbullying dangerous?

Cyberbullying can be very emotionally damaging, particularly as young players are often reluctant to avoid technology. Players who cyberbully can reach others any time or place (as long as a phone or computer is on). Because of the anonymous nature of the internet, cyberbullying (for example, abusive rumours), can spread quickly and widely, all while remaining unknown to the person being targeted.

## 65%

*of young people said they have been bullied online before (Kids Help Phone Survey)*

### Talking to a child about cyberbullying

Many young players keep cyberbullying secret from adults because they are afraid of losing their phone or computer privileges. Still, discussing the situation with an adult - a parent, guardian or coach - is a player's first step toward ending the harassment.

If you are the player's parent, guardian or coach, reassure them that you won't take away their phone or online privileges because they are being cyberbullied. No matter what your relationship to a player, avoid reacting with obvious fear or disappointment - this will just make them feel judged and more alone.

As a parent, guardian or coach, you should develop rules around ethical online behaviour for the players that you care about. For example, you could tell them that no one should use the internet to spread gossip, bully or make threats against others. Also, everyone should ask permission before they post and tag photos of others on their social networking pages. It is also important to tell players to keep passwords secret, even from friends.







## Teach players these four steps for responding to cyberbullying:

### 1. STOP



It might be tempting to reply to a cyberbullying message, but it's better not to retaliate.

### 2. SAVE



Don't delete the message. Having a record can help a player prove what happened.

### 3. BLOCK



Most websites – especially social networking sites, instant messaging services and forums – will let a player block users whose behaviour is inappropriate or threatening.

### 4. TELL



Teach players to tell a parent, guardian or coach whenever they are being cyberbullied.

## How can I tell if a player is being cyberbullied?

**Kids and teens who are being cyberbullied may:**

- Seem upset when online
- Avoid the computer or quickly turn off the computer when adults approach
- Seem reluctant to go to school
- Appear withdrawn, anxious or depressed

## What to do if you know a player being cyberbullied

**Act immediately.** Players need to know that you can and will help. If the person doing the cyberbullying is another player, consider reporting it to the local minor hockey association or league. If you feel that a player is physically at risk as a result of cyberbullying, call the police at once.

**Stay aware.** Keep computers in central locations where you can see them.

**Be supportive.** Don't minimize what a player who is being cyberbullied is going through. Listen to them, try to understand the impact the cyberbullying is having on them, and assure them that you are on their side.

KidsHelpPhone.ca  
1 800 668 6868

Kids Help Phone



This Tip Sheet was developed by Kids Help Phone in partnership with Hockey Canada and with the support of PREVNet.



# What you need to know **Cyberbullying** **Teens**

KidsHelpPhone.ca  
1 800 668 6868

Kids Help Phone

## What is cyberbullying?

Cyberbullying is the use of any kind of technology to intentionally and often repeatedly intimidate, hurt, or humiliate others.

**It's so common that you or someone you know has probably already been involved in it – whether as a target, a bystander, or as the person cyberbullying others.**

### Here are some examples of cyberbullying:

- Sending cruel or threatening emails, texts, or instant messages to someone
- Posting photos that you know will embarrass someone
- Creating a website to make fun of someone
- Posting insults on someone's timeline
- Making up fake accounts on social networking sites (like Facebook, Twitter, or Tumblr) to ridicule other players, coaches or officials
- Rating players, coaches or officials in negative online polls
- Spreading secrets or rumours about people online
- Harassing other players in online video games (flaming)

*"It's a horrible feeling knowing a friend or teammate doesn't like you and that they'd make stuff up about you..."*



## Bystander or participant?



**If you "like" an abusive comment, pass along a link to cruel content, or circulate embarrassing photos, you stop being a bystander and become an active participant in cyberbullying.**





## Are you a target?

Cyberbullying hurts. What can I do?

### 1. STOP



You might feel like being mean back, but it's better not to. Take a breath and count to 10.

### 2. SAVE



If it's a text or an email, don't delete it. If it's a post on Facebook or another social networking site, take a screen shot. Having a record can help you prove what happened.

### 3. TELL



It's important to tell someone you trust about what's happening, especially if it continues. If you are being threatened, you should contact the police.

### 4. BLOCK



Block the sender from your inbox. Move the message to your Junk folder. If you don't know how to block a sender from your phone, contact the service provider (your cell phone company).

## How do I tell/report?

**Talking is the first step in getting the help you need to solve this problem, and reporting the cyberbullying is often the second.**

- Think about how you are feeling right now, and what would be most helpful. Once you know, it'll be easier to pick who to talk to first.
- Tell the person you talk to what it is you need from them. If you really just need someone to listen, tell them that.
- If you are ready to report the cyberbullying within your hockey organization and need help doing so, be very clear that it's what you want. Ask the person you talk to what they think the first step should be. Learning about your minor hockey association or league's anti-bullying policies is a good place to start.
- If you want the offensive content removed, consider also making an official report directly to the social networking site or internet service provider. All popular sites such as Facebook, Instagram, Twitter, etc. have ways to report offensive content. When a complaint comes from a person who is directly targeted and is under 18, the complaint receives priority.
- If the first person you talk to isn't helpful, tell someone else. Don't give up! It sometimes takes a few tries before you find someone who knows how to help.
- Contact the police if you are being physically threatened or feel that your physical or psychological safety is in danger.

KidsHelpPhone.ca

1 800 668 6868

Kids Help Phone



PREVNet

## Staying safe

- Keep your passwords private, even from your friends and teammates.
- Learn about privacy settings and reporting features on any social networking sites you use.
- Be careful about which photos you share online.
- If you don't feel safe at practice or a game, talk to your coach or your parents. Your safety is important.

## Are you a bystander?

Anytime you read an abusive comment posted on someone's timeline, look at embarrassing photos of someone that are being circulated, or follow a link to online content that is designed to abuse or humiliate someone, you are a bystander.

### Here is why bystanders can make a difference:

- Speaking out against what's happening—telling the person or people cyberbullying that it's not funny and not okay—can take away the motivation to keep doing it.
- If you step in, other people are more likely to step in, too. Most young people disapprove of bullying; they're just waiting for someone to take the first step to stop it.
- Young people are more likely to convince each other to stop bullying than adults who try to do so. You can have a bigger impact on bullying than you might think, maybe even more than your coaches or parents.



## Here are some ways to actively challenge cyberbullying:

- If you see cyberbullying on Facebook, you can report it as abusive. You can use the reporting features built in to most social networking sites to inform site administrators about abusive or embarrassing photos, posts, and impostor profiles.
- If you are friends with the person who is cyberbullying, you can message them to ask what's going on. Let them know that you are uncomfortable with, or upset by, what they are doing, and ask them to stop.
- If it feels safe to do so, you can take a stand by commenting on a post or photo. Don't be aggressive. Instead say something like "I'm going to unfollow this thread because I think it's hurtful. I encourage other people to do the same."

## Are you cyberbullying?

If you've ever sent a cruel text, posted embarrassing pictures of someone to hurt or humiliate them, or said nasty things about someone on Facebook or a blog, you have cyberbullied. It still counts as cyberbullying if they did it first, or if they have bullied you face-to-face. Cyberbullying might seem harmless (you might tell yourself "it's just a joke"), but the consequences for the other person can be very serious.

### Why do I do it?

- Some players believe that what they are doing is harmless or "just a joke."
- Cyberbullying can make a person feel powerful or popular—especially if others seem to think it's funny.
- Players who have been bullied themselves will sometimes resort to cyberbullying as a way of getting back at the people who hurt them.
- Teammates sometimes egg each other on—when a group of people cyberbully together it can get severe very quickly. It's easy to make excuses for why what you are doing is okay, but excuses don't cut it. Try to remember that there is no justification for any kind of bullying. No one "asks for it," and it's never harmless.

**Remember, no one deserves to be cyberbullied, and no one should have to go through it alone. If you're really upset and don't know what to do, you can always contact a professional counsellor at Kids Help Phone.**

### How do I stop?

- Just reading this is a great start. It means that you've recognized that what you are doing is not okay, and you want to stop. Congratulations on being brave enough to take this step. It's an important one!
- To take the next step—which is to avoid or stop cyberbullying altogether—call a Kids Help Phone counsellor at **1-800-668-6868**. They can help you brainstorm ideas on how to stop, and will support you as you try.
- Make a one-minute rule – after you've written something but before you post or send it, step away from your computer or phone for one minute. Come back and quickly review the message, asking yourself "is this hurtful? Would I be okay with this if someone said it about me?"
- You can also try using Kids Help Phone's "[I want to stop bullying](#)" workbook.

Visit [kidshelpphone.ca](http://kidshelpphone.ca)



This Tip Sheet was developed by Kids Help Phone in partnership with Hockey Canada and with the support of PREVNet.



## What Puckster wants you to know

# Cyberbullying

## Kids

KidsHelpPhone.ca  
1 800 668 6868

Kids Help Phone



### What is cyberbullying?

Cyberbullying is when someone uses technology (cell phones, email, online games, websites) to hurt or embarrass someone on purpose.

Here are some examples:

- Sending mean texts or instant messages
- Hacking into someone's gaming or social networking profile
- Being rude or mean to someone in an online game
- Spreading secrets or rumours about people online
- Pretending to be someone else to spread hurtful messages online



### What makes cyberbullying different from other types of bullying?

- It's easy for people to hide who they are online, so you might not know who is bullying you.
- It's harder to get away from cyberbullying – it can happen anytime you have your phone or are at your computer.
- It's easier for players to be mean when they can't see the hurt they are causing.



*"They used to just bug me in the dressing room, but now they send mean texts when I'm at home."*



# I'm being cyberbullied.

What should I do?

## 1. STOP



You might feel like being mean back, but it's better not to. Take a breath and count to ten.

## 2. SAVE



If it's a text or an email, don't delete it. If you're on a gaming or social networking site, take a screen shot. Having a copy of it will help you show someone what has happened.

## 3. TELL



It's important to tell someone you trust about what's happening. Get help to report hurtful online behaviour. If you feel unsafe, get a parent, guardian or coach to help you contact the police.

## 4. BLOCK



Block the person who is bullying you (you can get an adult or an older sibling to help you if you don't know how).

## How to protect yourself from cyberbullying

- Always keep your passwords private, even from your friends.
- Use a nickname that's different from your real name.
- Don't accept friend invites from strangers.
- Set up your profile to make sure that only friends can see it.

## Have you seen cyberbullying?

- If you see cyberbullying, tell someone!
- If you know someone who is being cyberbullied, show them this page!

KidsHelpPhone.ca  
1 800 668 6868

Kids Help Phone



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# APPENDIX 4 – CODE OF CONDUCT TEMPLATE

THE CODE TO ACCEPTABLE ONLINE BRANCH AND MINOR ASSOCIATION PREVENTION FOR PLAYERS, PARENTS, VOULUNTEERS AND STAFF

ENTER YOUR TEAM OR ASSOCIATION HERE

- Never treat someone online in a way that you wouldn't feel comfortable doing face to face. As a team and minor hockey association, we will not tolerate negative treatment of others, online or offline.
- Participants are asked to respect that the dressing room and bus are a time to spend with their teammates – use of mobile devices that isolate you from this interaction are not recommended – any uncertainty regarding this area should be discussed with your coach.
- Similarly, the dressing room and any off-ice training venue are team-specific. Devices that take the focus of an athlete away from the task at hand are NOT allowed.
- Never share your passwords with anyone other than a trusted adult.
- Never share your cellphone numbers or email addresses unless you know and trust the person.
- Never share your personal information or photos in a chat room.
- Never post, email or forward naked photos of yourself – or anyone else – to anyone.
- Always stand up to bullying behaviour you see online by 1) not joining in, and/or 2) not re-sending any content and/or 3) offering support to the person who was targeted and/or 4) reporting the online bullying to a trusted adult.
- Always talk to a trusted adult about your online relationships and what you see online. If you are being cyberbullied or concerned that someone else is, you don't have to deal with it alone.
- Always protect yourself. If you think you or someone else is being harassed or threatened, make a copy of the message before you delete it. Internet service providers, cell phone service providers, and social networking websites like Facebook have terms of use that forbid bullying, harassing, malicious or illegal behavior. Contact them so they can investigate the issue or remove the offending material.
- Approach the police when physical threats or imminent harm are involved or a crime has possibly been committed.
- Coaches and administrators should regularly and proactively observe and monitor team atmosphere and take reports of bullying seriously. Take action to ensure psychological safety and full participation

# APPENDIX 5 – RESOURCES

## Kid’s Help Phone

Teens – [www.kidshelpphone.ca/Teens/InfoBooth/Bullying/Cyberbullying.aspx](http://www.kidshelpphone.ca/Teens/InfoBooth/Bullying/Cyberbullying.aspx)

Kids – [www.kidshelpphone.ca/Kids/InfoBooth/Bullying/Cyberbullying.aspx](http://www.kidshelpphone.ca/Kids/InfoBooth/Bullying/Cyberbullying.aspx)

## PrevNET

[www.prevnet.ca/bullying/cyber-bullying/teens](http://www.prevnet.ca/bullying/cyber-bullying/teens) Teens

[www.prevnet.ca/bullying/cyber-bullying/parents](http://www.prevnet.ca/bullying/cyber-bullying/parents) Parents

## RedCross

[www.redcross.ca/what-we-do/violence-bullying-and-abuse-prevention/educators/bullying-and-harassment-prevention/cyberbullying](http://www.redcross.ca/what-we-do/violence-bullying-and-abuse-prevention/educators/bullying-and-harassment-prevention/cyberbullying)

## The Door That’s Not Locked

### Operated by Canadian Centre for Child Protection

Here, you’ll find a variety of resources and tools that will help you keep your child safer while they’re exploring and enjoying the online world. From learning what online activities are popular and how your child uses them, to discovering ways to talk to your child about healthy versus unhealthy relationships, this website will give you the important information you need.

5-7 year olds – [www.thedoorthatsnotlocked.ca/app/en/parent/5-7/landing](http://www.thedoorthatsnotlocked.ca/app/en/parent/5-7/landing)

8-9 year olds – [www.thedoorthatsnotlocked.ca/app/en/parent/8-9/landing](http://www.thedoorthatsnotlocked.ca/app/en/parent/8-9/landing)

10-12 year olds – [www.thedoorthatsnotlocked.ca/app/en/parent/10-12/landing](http://www.thedoorthatsnotlocked.ca/app/en/parent/10-12/landing)

13-15 year olds – [www.thedoorthatsnotlocked.ca/app/en/parent/13-15/landing](http://www.thedoorthatsnotlocked.ca/app/en/parent/13-15/landing)

## NeedHelpNow.ca

Provides information to youth who have been negatively impacted by a sexual picture or video of themselves being shared by peers. The goal is to provide teens with practical steps so that they can regain control over the situation. NeedHelpNow.ca, created with the support of Bell, the Government of Canada and spearheaded by Mrs. Laureen Harper, includes helpful information on how teens can go about seeking the support of a safe adult, and outlines strategies for managing peers, family and school environments as well as the harassment that may occur both online and offline.

[www.needhelpnow.ca/app/en/](http://www.needhelpnow.ca/app/en/)

## Facebook Privacy Settings

[www.facebook.com/help/www/325807937506242?rdhrc](http://www.facebook.com/help/www/325807937506242?rdhrc)

## RCMP Internet Safety

[www.rcmp-grc.gc.ca/is-si/index.htm](http://www.rcmp-grc.gc.ca/is-si/index.htm)

[www.rcmp-grc.gc.ca/cyrc-cpcj/bull-inti/index-eng.htm](http://www.rcmp-grc.gc.ca/cyrc-cpcj/bull-inti/index-eng.htm)



## Games

### ***Build your own Safety Planner***

[www.kidshelpphone.ca/Teens/InfoBooth/Bullying/Bullying-Safety-Planner.aspx](http://www.kidshelpphone.ca/Teens/InfoBooth/Bullying/Bullying-Safety-Planner.aspx)

### ***No-Signal, a game about tough choices***

[www.kidshelpphone.ca/Teens/YourSpace/No-Signal.aspx](http://www.kidshelpphone.ca/Teens/YourSpace/No-Signal.aspx)

### ***Danger Drive***

[www.kidshelpphone.ca/Teens/YourSpace/Danger-Drive.aspx](http://www.kidshelpphone.ca/Teens/YourSpace/Danger-Drive.aspx)