

CROWFOOT MINOR HOCKEY ASSOCIATION

Team Manager's Manual **2016/2017 Season**



www.crowfoothockey.com

revised Oct 2016

Introduction

The role of a team manager is an integral part of a successful coaching team. The purpose of this role is to ensure the smooth operation of the team and allow the coaches to concentrate on the 'on ice' activities. The team manager will act as a liaison between the head coach and parents, keep everyone well informed and allocate responsibilities to parents.

The Crowfoot Hockey website has a "Manager" section that contains this manual and other information. The following information is intended as a guideline to ensure things run as simply and smoothly as possible.

Most Important – You are the Liaison Between Coach and Parents

The manager should arrange a **Parent Meeting** shortly after the team is formed. This is the first time the parents and coach staff formally meet. An example Agenda of the items to be discussed and agreed upon can include the following:

1. Introduction
2. Head Coach's credentials, philosophy and objectives. Introduction of Assistant Coaches.
3. Plan for the Season
4. Game and Conduct Management
 - 4a. *Expectations of the Players* – have a written handout
 - Conduct at practices, games, road trips and team outings,
 - Respect for all players, team officials, referees, opposition players and parents,
 - Dressing room procedures – time before games/practices and cleaning,
 - Disciplinary action for not following rules,
 - Dress code if decided on by the team/coach,
 - Commitment – time and effort.
 - 4b. *Expectations of the Parents* - have a written handout
 - Respect for all players, team officials, referees, opposition players and parents,
 - Aid players by: getting to practices/games on time, following dress code and enforcing behavior. Respect the time when no parents are to be in the dressing room for 'Coach Talk' before and after games.
 - Support Coach's disciplinary measures when rules are broken.
 - Support the Coach's coaching of the team.
5. Team Budget. Present outline of expected costs. Budget may include extra ice, exhibition games, jersey washing and other items to be agreed upon including items #6 to 9.
6. How much hockey does the team want to play, which may require the team to purchase additional ice if available.
7. Tournaments – how many and where? The team tournament coordinator would be assigned to look for tournaments to participate in and/or organize the hosting of a tournament.
8. Clothing/Team Apparel/Dress Code.
9. What social activities does the team want either for parents or players? Does the budget include year-end wrap up/year-end gifts?
10. Fundraising – based on the budget and items agreed upon.
 - How does the team raise funds and/or does each family contribute at set time points?
11. Team policy on water bottles. Each player are to have their own.
12. Volunteer Positions (should be one job per family)

* Head Coach	* Assistant Coaches (3 - 4)
* Manager	* Jersey Parent(s) (2)
* Treasurer	* Timekeepers (2-3)
* Scorekeepers (2-3)	* Tournament Coordinator
* Fundraising (0 - 2)	* Social Coordinator (1-2)
13. Question and Answer Period.

The parent meeting should be summarized with a copy given/emailed to each parent. This often saves disagreement later in the season and ensures everyone knows what is expected of them.

New Items for the 2016/17 Season:

- **Volunteer Policy Revised**
- **Collection of Jersey and Deposit Cheques**
- **We now have a Social Media Coordinator, email Jolene Davies, socialmedia@crowfoothockey.com for more information.**
- **Coyotes Apparel**
- **Team Sock information**
- **Parent Respect In Sport online courses have been completed by all families prior to registration.**

Ramp Mini-Website

Each team manager will be given a login and password from admin@crowfoothockey.com. We highly recommend using this website for your team. If you decide not to use this for your team, we require minimally that you input your practice and game times on the Ramp schedule. This is useful administratively at the Association level and other teams in the Association access the team sites to trade ice.

Hockey Calgary (HC) Team Account

Your Division Coordinator will provide you with a login and password for the team account used with Hockey Calgary. This is used for obtaining exhibition and tournament game sanctions, travel permits and entering the Digital Game Sheet.

Team Contact List

A summary of players' names, phone #, parents' names, email addresses and duties of each parent should be distributed to parents as early in the season as possible to promote communication. This contact list can be posted on your RAMP mini-site.

Issuing of Practice and Game Schedules

The manager or delegate should be responsible for ensuring that all players are made aware of the team's schedule for the next month. While this information can be distributed through the players, be aware that some players put them in their bag and the parents never see them. As a result, the schedule handout should not replace phone calls or emails, just complement them.

Tournament Draw for Crowfoot Arena home ice

The Tournament Draw for Crowfoot Arena ice for *December 5th to 20th 2016 and March 2017 year end ice will be held on October 12th, 2016*. If your team is interested, submit this request to our Ice Coordinator, ice@crowfoothockey.com by Sunday, October 11th. As usually more teams are interested in running a tournament than ice availability, let Nick Parkyn, our ice coordinator know if you would be willing to also have city ice for your tournament. Teams will then be notified of the ice times granted.

If you want to book ice during the December 19th to 31st or late March and early April, contact Ian Brownlee, Arena Manager, cfarena@shaw.ca. Their website is crowfootarena.com and can list open ice times available for sale, though almost all prime time youth ice is designated for Crowfoot Hockey Teams.

Summary of Important Dates:

Deadline for Teams to Submit Schedule/Window Requests for seeding Round: October 4

Seeding Round Schedule Posted to Hockey Calgary Website: October 12

Novice Teams May Play Exhibition/Tournament Games Starting : October 14

Seeding Round Begins: October 22

Seeding Round Ends: December 4

Deadline for Teams to Submit Schedule/Window Requests for Regular Season: December 6

Regular Season Schedule Posted to Hockey Calgary Website: December 14

Crowfoot Practice Scheduling ends Sunday December 18th and resumes January 2nd. If teams wish to practice during the Christmas break, they are to purchase their own ice. The crowfootarena.com website has postings of available ice.

Regular Season Begins: January 2

Esso Minor Hockey Week: January 6 to 14

Deadline for March Tournament Sanctions: February 12

Regular Season Ends: February 26

Playoffs Begin: February 28 (Atom to Midget)

Playoffs End: March 22 (Atom to Midget)

Crowfoot Picture Day dates for 2016– Either Sunday afternoon, October 23rd or Friday evening November 4th, held at Dalhousie Community Centre. Managers will be emailed information from Karen Ruzicki, Picture Coordinator.

Resolution of Team Disputes

Occasionally disputes arise within a team over issues such as behavior, discipline, equal ice time, quality of the program provided by the coaches, etc. The parents should bring their concerns to the team manager who should work with the coach and parents to resolve issues. **Please remember to abide by the 24 hour rule in situations like this.**

When a parent comes forward with a concern/dispute, the manager is to be present during this parent and coach discussion. It is then to be put in writing and referenced for any further incidents.

If the manager and coach cannot resolve the problem, he/she should contact their Division Coordinator who will assist in solving the problem or advise on the appropriate action. Crowfoot policy is to try to resolve disputes at the team level first. If satisfactory solution cannot be found at the team level or with the Coordinator, the Hockey Operations Director will recommend a course of action to the team and to the Board. The Board will make the final decision on any action to be taken and is the final court of appeal with Crowfoot Hockey. The concerned parties have the option of taking the case to Hockey Calgary if still unsatisfied with the decision of the Crowfoot Board of Directors. As Hockey Calgary has a high volume of work in this area, it is suggested the best course of action is to follow the above process as the probability for a satisfactory conclusion is higher than by-passing the system and going straight to Hockey Calgary.

A list of Executive Board Members and other Coordinator contacts can be found on the Crowfoot Hockey website.

Revised for 2016/2017 - Crowfoot Hockey Association Volunteer Policy

10 hours of volunteering is required per child (not per family) The Volunteer and Jersey Deposit cheques are now collected by Managers.

Crowfoot Hockey recognizes that the contribution of hockey volunteers is immeasurable and without volunteers, minor hockey would not exist. Collectively, we have a profound effect on the experience of 800 young athletes every year. Due to the lack of volunteers for key and team positions, this policy has been established.

Parents must volunteer 10 hours minimally on each of their child's team. Exemptions to this rule are Head Coaches, Team Managers, Association Coordinators and Board Members.

Team Managers will collect \$200 Volunteer Cheques and \$200 Jersey Deposit cheques from each of their families. These cheques will be dated March 1st, 2017.

This deposit cheque will be cashed at the end of the season if the family does not complete at least 10 hours of volunteer work as authorized by the Association. It is at the discretion of the Manager and Head Coach as to which families on their team are delinquent with not volunteering.

See the last page of this manual for a chart of volunteer jobs and credits allocated.

Crowfoot Hockey would like the team managers to delegate as many duties as possible and be open to new suggestions for contributions that can be made by our members. We encourage all our members to step forward and help in the various volunteer positions available at the team and/or Association level

Note that key positions (Executive and Coordinators) have been filled for the season, but we welcome additional help and any member interested in learning the ropes for future seasons. Contact admin@crowfoothockey.com, if any area interests a team parent or if you have any suggestions to further improve our hockey association.

Medical Information

Each team must have a coach or parent at all games who has been certified with the Hockey Canada Safety Program through Calgary Hockey Development (www.eshootsescores.com). This Safety Program certification is valid for 3 years.

** Each manager should collect important medical information relative to each player in case of accident or injury when a parent is not in attendance. There is a form on the Crowfoot Website under "Manager"

Information should include:

- Player's AB Health Care number,
- Doctor's name, address and phone number,
- Name, address and phone number of an emergency contact in case the parent is not reachable,
- Important medical conditions and allergies,
- Any other information that the parent/coach/manager deems important.

Insurance and Accident Reporting

Both Hockey Calgary and Crowfoot Hockey carry insurance that protects volunteers and players in case of accident. In case of an accident or injury, an injury report should be filled out immediately and sent to the Crowfoot Hockey Operations Director. They are available at Crowfoot Arena and on our website under the 'Forms' tab.

Team Funds

The team manager or the assigned team treasurer is responsible for collecting, banking and disbursing team funds. This is done by establishing a team bank account, collecting funds needed from parents and paying from this account team expenses as decided on at the Parent meeting. Expenses can include referees, exhibition games, additional ice, tournaments, social functions, team clothing, etc. It is recommended that the bank account be set up to provide for two signatures for withdrawals. It is a good idea to periodically hand out to parents a simple financial statement to show how much money has been spent, on what and how much more will be required. Any sponsors or donations should be acknowledged in a letter of appreciation from your team.

The Crowfoot ATB bank welcomes our teams and a letter from the Association is not required. They provide our teams with a 'community spirit' account, no fees and 10 cheques at no charge. If you choose another bank and need a letter, email admin@crowfoothockey.com with the particulars including bank and branch, team name, head coach name and the names of the two signers.

Team Fundraising

Fundraising remains a decision made at the team level. It is recommended that fundraising be discussed and voted on at your team meeting. If decided upon, fundraising should be done by the entire team.

As an Association we get approached with different fundraising ideas to help our teams raise money. This information can be found on the crowfoothockey.com website, under "Manager". Ultimately, it will be up to your team to investigate the idea and decide if it is right for your team. Crowfoot Hockey does not claim responsibility for issues that may arise with these companies.

Teams interested in raffles must get approved with Alberta Gaming. Teams are to get their own license number and not use Crowfoot Hockey's id number. Further information is found under the Manager's Tab, 'Raffle Fundraising Information'.

Team Jerseys/Equipment

Crowfoot Hockey recommends that a parent be responsible for the care of the team jerseys. Ensure that the assigned parent(s) are reliable. Teams may allocate one parent to look after the set of home jerseys and another parent to look after the set of away jerseys. Both sets of jerseys should be brought to every game.

Please note that team jerseys are not to be worn for practices. These jerseys should be hung to dry – not put into dryers. Absolutely no name bars or crests are to be added to these jerseys.

Other items such as goalie equipment (Atom and lower), pucks, and first aid kits are issued to each team from Crowfoot Hockey. If additional equipment or equipment repair is needed, please contact the Equipment Coordinator, equipment@crowfoothockey.com. You will be informed at season end as to the collection dates of the jerseys and team equipment.

NEW - Team Apparel/Crowfoot Clothing

We have partnered with Tuxedo Sports for our new Coyotes Team Apparel. "Manger Info for team orders is posted on the crowfoothockey.com website under the Manager Tab.

We encourage our teams to use this supplier for consistency with product. If you would like to have a copy of our logo, email admin@crowfoothockey.com

NEW - UPDATED INFO - Team Socks

Timbits: Are provided sponsored Tim Hortons Jerseys of various colours. Matching sock purchases are decided at the team level.

Novice: Are provided one set of sponsored Flames Jerseys and one set of socks.

Atom: Are provided one set of sponsored atoMc Jerseys (white) and one set of white socks. They can purchase the black atoMc socks from admin@crowfoothockey.com at cost.

PeeWee, Bantam and Midget: We recommend teams purchase wool socks at Tuxedo Sports. They have an inventory of our socks for cost price. Managers can pick up their order and the Crowfoot Hockey Administrator will bill the teams.

Team Registration

Teams are registered with Hockey Calgary by the Crowfoot Hockey Administrator. This is to be completed by October 15th. (players and coaches). Team rosters will be emailed to the coach and manager as soon as team and coach selections are finalized. The rosters need to be verified for accuracy. Any changes should be sent by email to admin@crowfoothockey.com as soon as possible.

A copy of the team roster must be available at all games as the referee has the right to review it in the case of a player dispute. Ensure you or your Coach has a copy of the roster at all your games. You also require this document for tournaments.

Submission of Game Sheets to Hockey Calgary

Game sheets will be provided at the start of the season with equipment/jersey pickup. If you require additional game sheets throughout the year, contact the Crowfoot Hockey Administrator admin@crowfoothockey.com. Game sheets are also available from a Crowfoot Hockey rink attendant.

The **HOME** team (not winning team) should input the game results information into the Hockey Calgary database within 24 hours of the completion of a game. The game sheets will also need to be scanned and uploaded onto the website within 24 hrs. Teams will be required to enter their own game results information into the Hockey Calgary database. Please go on as soon as possible and enter team information. Hockey Calgary Login Info will be provided by your Division Coordinator or contact admin. You are required to enter all exhibition and regular season game information. Also if you are in an out of town tournament you are required to enter all game sheets (unless it sanctioned by hockey Calgary and then the Tournament Host is responsible for the Game sheet entry).

Note who gets what copy: *Pink copy - Losing Team*
Yellow Coy - Winning Team
White Copy - Home Team

Referees as well as each team must sign the game sheets.

Game Sheet Write-ups – The Head coach or manager of the offending team should notify me immediately if an incident has occurred during a game that might require my attention (e.g. suspensions, difficulty with parents, etc.) Coaches are responsible for ensuring that anyone written up for an infraction/suspension abides by the Minimum Suspension Guidelines. **Managers will require a copy of the game sheet to refer to for that discussion (a scanned copy or photo).**

Gamesheet Label Template/Stickers

As a significant time saver, it is recommended to create roster labels for your game sheets. A label template for game sheets can be found in the Managers Tab of our website. This fits on Avery (5163/8163) labels which can be purchased at Staples.

Officials

All games for the regular season, Esso Minor Hockey Week and Playoffs are paid for by Crowfoot Hockey.

Exhibition and tournament games are the responsibility of the individual teams. Use your HC team account to enter/sanction your exhibition and tournament games. This online submission will notify either the Community Referee Coordinators or Central Zone to book your refs. It is advisable to also email our Referee Coordinators, James and Helen Mills at referee@crowfoothockey.com to let them know of your game(s). The team will be invoiced by Central Zone for their assigned referees.

Timekeepers/Scorekeepers

For all Hockey Calgary seeding round, regular season and playoff games, and the home team is to supply the timekeeper and the visiting team is to provide the scorekeeper. You should also provide another team representative to handle the gate for your penalty box. Info is also found on our website, under the "Manager" tab.

For exhibition games and tournaments, the home/host team often supplies both the timekeeper and scorekeeper.

Travel Permits

Should your team choose to play a game outside of Calgary, you will require a travel permit from Hockey Calgary. Use your HC Team user account to apply for a travel permit.

It is essential that all game sheets be uploaded to Hockey Calgary immediately after the team returns from its trip. Failure to do so can result in Hockey Calgary not sanctioning any further travel for the whole Association. This is particularly important for end of the season games as often with the windup of the season, some of these important tasks get forgotten.

Tournaments

Home (in Calgary) tournament information can be found on the Hockey Calgary website. Links to Associations outside of Calgary can also be found on this website when searching for away tournaments.

If you are interested in participating in a tournament, it is recommended to contact the tournament organizers as early as possible since most tournaments fill up quickly. Be advised that many tournament hosts are often looking for reciprocal opportunities. For out of town tournaments, be aware that the level of play is highly variable. It is recommended to discuss the tiering levels with the tournament organizers to ensure your team is entering a tournament at the appropriate level.

When your team is invited to a tournament, scheduling and communications between the host team and the parents on your team is critical to ensure you have enough support from your team. The tournament fee must be paid promptly and a team roster is given to the host team. You should confirm that the host team is supplying all the referees and score and time keepers. See the appendix on for additional information on 'Away' tournaments and games.

Hockey Calgary allows these dates to host or attend tournaments – December 5 to January 1, and March 23 onward. If you would like to attend a tournament that is not on these dates, you need approval of a 'window schedule' from Hockey Calgary. See their website www.hockeycalgary.com to apply for a 'window schedule'.

Note the deadline to 'Request a Schedule Window' for the January to February regular season is December 6th, 2016 at noon.

If your team would like Crowfoot Arena ice to run a December Break or Year End Tournament, teams must submit this request to our Ice Coordinator, ice@crowfoothockey.com by Tuesday, October 11th. As normally, more teams are interested in running a tournament than ice availability, a draw will be made on Wednesday, October 12th. Teams will then be notified of the ice times granted. This draw is for December 5th to 18th ice. All other ice, please contact Ian, Crowfoot Arena Manager, cfarena@shaw.ca.

Further tournament information including applications and deadlines are found on the Hockey Calgary website. Their 'Tournament Hosting Information' is a comprehensive package that will help you host a successful and enjoyable event.

Crowfoot Hockey Logo

If you require the Crowfoot Logo for the tournament brochure, trophies or letterhead contact admin@crowfoothockey.com if you require the logo for tournament use.

Information and Communication from Crowfoot Hockey

Crowfoot Hockey will periodically provide information to the teams primarily through the Division Coordinator who will then pass on the information to the head coach and/or team manager. Check the Crowfoot Hockey website (www.crowfoothockey.com) often and encourage your team parents and players to do so as well.

If a player on your team has been suspended for some infraction of the Hockey Rules, you must notify your Crowfoot Division Coordinator within 24 hours of the incident. There is a possibility that Crowfoot Hockey may feel additional action may be warranted, particularly for repeated offences.

Hockey Calgary

As a reminder, Hockey Calgary has a website at www.hockeycalgary.com which you are encouraged to access to get up to date information on key dates, schedules, current standings, tournament information, travel permits, etc. The Rulebook and many forms are also available from the website.

Hockey Schedule

Timbits have a set schedule as distributed by the Crowfoot Timbits Coordinator, Kelly Blacklaws.

In October, Novice to Midget teams only have practice ice times. The Seeding round runs from October 22nd to December 4th, 2016. During the first part of October, there are no games, other than the ones you schedule by contacting other communities to arrange for exhibition games. You may need to trade half ice practices or trade ice in order to have a full sheet (Novice to PeeWee). The host team normally arranges to get referees. This and who pays for the refs should be decided when arranging the exhibition game. The home team is to supply the game sheet as well as the score and time keeper.

The Regular season begins January 2nd, 2017 (the weekend before school starts). Esso Minor Hockey week is January 6th to 14th. All parents must be kept informed of where and when the games are during Minor Hockey Week. The Esso Minor Hockey Week Schedule will be available Friday, December 16th on the Hockey Calgary website.

Additional Questions:

Please contact your division coordinator who can assist you with managing your team. We appreciate your feedback also.

Valuable Tips

- ◇ A check list should be maintained by the manager to ensure all parents have been informed about all issues. This will eliminate any chance of potential problems within the team where parents get upset because they were not told about a scheduling change or some other issue.
- ◇ It is more effective to phone parents about scheduling changes than to hand out or email notices. If sending an email of a schedule change, ask for a reply from them that they received it. This will ensure that everyone received your message.
- ◇ It is more effective to tell parents what is happening versus asking them. Asking for a survey will take a lot more time. (ie. 'Should we have an exhibition game on Sat at 2 pm? vs We have an exhibition game at Westwood – Can you make it?')
- ◇ It is recommended that the manager maintain an organized binder to keep all the paperwork and any other information handy. Extra copies of handouts should be kept in this binder for those parents that request another copy. The binder should be with the manager at all ice times.

Suggested divisions in the binder are:

- Roster
- Parent contact list and duties
- Parent confirmation/check list
- Player Medical Information – or in the FIRST AID BAG.
- Schedules
- Notices
- Fund raising, tournament information

Arena maps are available at Crowfoot Arena and also on the Hockey Calgary and Crowfoot Hockey website.

- ◇ Most important tip – DELEGATE, DELEGATE, DELEGATE!

Appendix A – AWAY TOURNAMENTS AND EXHIBITION GAMES

The manager or team tournament finder, in conjunction with the coach, seeks out and applies for entry into tournaments or exhibition games based on budgeted funds and team approval. Once accepted by an outside Association for entry in their tournament or to play exhibition games, the steps involved in this process are as follows:

1. Contact the person in charge of the tournament/exhibition games to determine:
 - Dates and times,
 - Entry Fee - amount of the fee and payable to whom,
 - Number of guaranteed games,
 - Other teams that are entered to access caliber,
 - Tournament/Exhibition game rules – period times, overtime,
 - Tournament sanction number – required for travel permit.
 - If any mementos – eg. lapel pins are exchanged.
2. Submit the 'Request for Travel Permit' online to Hockey Calgary.
3. Contact team treasurer to have a cheque issued and mailed. Other items that may be necessary to send upon request: team roster, team photo, Association logo, copy of the travel permit. If you are bringing affiliated players, a copy of their team roster will need to be in your possession.
4. Create a travel schedule for parents/players including:
 - Dates and times of games,
 - Travel arrangements – bus, carpool, etc.
 - Accommodations – if applicable,
 - Tentatively book a block of rooms,
 - Confirm with each parents as to their needs,
 - Finalize accommodations.
 - Organize team meals and/or outings if needed.
 - Provide driving directions/maps to the accommodation and arena(s).
5. Upon arriving at tournament/exhibition game, meet with the tournament/exhibition game coordinator to confirm times, rules, etc.
6. Ensure players remain on their best behavior as representatives of Crowfoot Minor Hockey.
7. When you return home, submit copies of all game sheets to your League Chairperson asap.

Volunteer Credit Information

<i>Volunteer Position</i>	<i>Credit</i>	
<i>Association Positions</i>		
Board of Directors	Full Credit	
All Coordinators	Full Credit	
<i>Board & Coordinators as listed on website.</i>		
League Chairperson (Hockey Calgary)	Full Credit	
Picture Day Volunteers	Per Hours worked.	as authorized by Picture Coordinator
Fundraising Committee	Per Hours worked.	
Equipment Committee	Per Hours worked.	as authorized by Coordinator
Evaluations – On Ice Assistants	Per Hours worked.	as authorized by Coordinator
Casino Workers	No Casino is available	Not applicable.
	In the 2016/17 season.	Now a registration credit
<i>Team Based Volunteers</i>		
Head Coach	Full Credit	1 per team
Assistant Coaches	Full Credit	4 per team
Team Manager	Full Credit	1 per team
Team Score Keeper	Per Hours worked.	
Team Time Keeper	Per Hours worked.	
Team Jersey Parent	Full Credit	
Team Treasurer	Per Hours worked.	
Team Tournament Organizer	Per Hours worked.	
Team Social Parent	Per Hours worked.	
Team Volunteer Tracker	Per Hours worked.	
Additional Assistant Coaches	Per Hours worked.	
Team Website	Per Hours worked.	
Team Fundraising	Per Hours worked.	
Team Equipment	Per Hours worked.	
Team Clothing	Per Hours worked.	
Other Team positions	Per Hours worked.	as agreed upon with Team Manager and Head Coach

Families are given six months to complete their volunteer requirement of at least 10 hours per child/team.

*The success of our hockey program is only as good as the TEAM of our volunteers.
Let's get involved. It involves OUR kids.*