

# Team Manager's Manual



## Introduction

Congratulations and Thank you for taking on the very important job of 'Team Manager'. The team manager is the central figure in creating the flow of communication within the team (players, parents and coaches) but also between the team and the other departments within KPMHA (referees, division coordinators and ice scheduler).

The manager is responsible for ensuring all the off-ice tasks are completed. By taking on the operational aspects of the team, the manager enables the coach to focus on player development and on-ice instruction. The manager does not have to do all the work themselves, delegating to others on the team will help build team unity and reduce his/her work load.

The Head Coach and Team Manager need to work closely to carry out the tasks that need to be completed for the success of the team. This manual provides all the information the manager will need to run the team smoothly.



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## Section #1

### Contacts

All the people you need to know!!!



# Kerry Park Minor Hockey Association

## Contacts

**KPMHA Exec.**

**Registrar/Secretary: Pam Kendall**

[registrar@islanderhockey.ca](mailto:registrar@islanderhockey.ca)

**President: Gordon Closson**

[president@islanderhockey.ca](mailto:president@islanderhockey.ca)

	<b>Name</b>	<b>Email Address</b>
<b>First Vice President</b>	<b>Dave Brummitt</b>	<a href="mailto:brummitts@shaw.ca">brummitts@shaw.ca</a>
<b>Ice Scheduler</b>	<b>Michelle Taron</b>	<a href="mailto:micheleandjason@shaw.ca">micheleandjason@shaw.ca</a>
<b>Treasurer/Finance</b>	<b>Julie Charbonneau</b>	<a href="mailto:treasurer@islanderhockey.ca">treasurer@islanderhockey.ca</a>
<b>Head of Coaching/Competitive Coordinator</b>	<b>Darron VanOene</b>	<a href="mailto:d_vanoene@yahoo.ca">d_vanoene@yahoo.ca</a>
<b>Marketing and Communication</b>	<b>Blue Bennefield</b>	<a href="mailto:bennefieldconstructionltd@gmail.com">bennefieldconstructionltd@gmail.com</a>
<b>Referee in Chief</b>	<b>Lonnie GoodFellow</b>	<a href="mailto:habswin25@hotmail.com">habswin25@hotmail.com</a>
<b>Risk/Equipment Management</b>	<b>Kevin Kostin</b>	<a href="mailto:kostinhockey@shaw.ca">kostinhockey@shaw.ca</a> <a href="mailto:kostin@shaw.ca">kostin@shaw.ca</a>
<b>Junior Director (H 1 -4 + Atom)</b>	<b>Nelly Brummitt</b>	<a href="mailto:brummitts@shaw.ca">brummitts@shaw.ca</a>
<b>Senior and Female Director (PW, Bantam, Midget)</b>	<b>Michelle McComb</b>	<a href="mailto:wmccomb@shaw.ca">wmccomb@shaw.ca</a>
<b>Secretary/Website</b>	<b>Michelle Taron</b>	<a href="mailto:micheleandjason@shaw.ca">micheleandjason@shaw.ca</a>

## Vancouver Island Amateur Hockey Association

### Contacts

**VIAHA President:** Jim Humphrey

[Jim.humphrey@viaha.org](mailto:Jim.humphrey@viaha.org)

**Commissioners/League Directors:**

**Island League:**

VP	Steve Moir	<a href="mailto:smoir@viaha.org">smoir@viaha.org</a>
Pee Wee Director	Sharon Cairns	<a href="mailto:scairns@viaha.org">scairns@viaha.org</a>
Bantam Director	Anne Dumonceaux	<a href="mailto:adumonceaux@viaha.org">adumonceaux@viaha.org</a>
Midget Director	Bruce Brunt	<a href="mailto:bbrunt@viaha.org">bbrunt@viaha.org</a>

**Atom Development:**

VP	Dan Payne	<a href="mailto:dpayne@viaha.org">dpayne@viaha.org</a>
Commissioner	Kim Downie	<a href="mailto:Kimdownie.atom@gmail.com">Kimdownie.atom@gmail.com</a>

**South Island Recreation:**

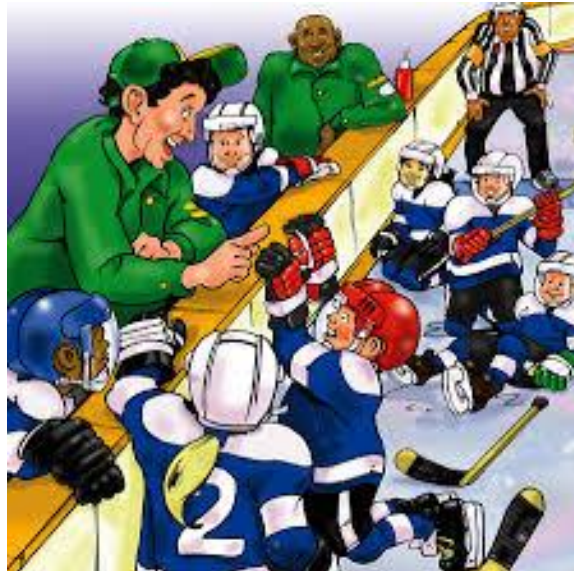
VP	Cory Manton	<a href="mailto:cmanton@viaha.org">cmanton@viaha.org</a>
<b>Commissioners:</b>		
Atom	Matt Beasley	<a href="mailto:atomb2107@gmail.com">atomb2107@gmail.com</a>
Peewee	Katie Bernardo	<a href="mailto:katie_katt_@hotmail.com">katie_katt_@hotmail.com</a>
Bantam	Nelly Brummitt	<a href="mailto:brummitts@shaw.ca">brummitts@shaw.ca</a>
Midget	Dawn Zigay (Sooke)	<a href="mailto:Rippinitup20@hotmail.com">Rippinitup20@hotmail.com</a>

## Section #2

### Meeting with the Head Coach

As soon as possible have a meeting with the team's head coach (assistant coaches should attend too) and go over with him/her how he/she would like to see the team organized so you can relay this to the parents. It is important to have a good working relationship between the manager and the coaches in order to have successful season.

- What time does he want players to arrive for practices and games
- How does the coach feel about parents helping out in the dressing room (tie skates etc).
- Are there days he/she cannot attend practices or games
- Discuss tournaments – Home/away, amount, time of year
- Roles of parents on team
- Team equipment – Jerseys, pucks, safety kit and locker keys. Head coaches will be issued keys to the equipment Locker by the 'equipment director'. At the end of the season these keys must be returned. Failure to do so will result in a fine.
- VIAHA Managers and Coaches meeting – Each season VIHA hosts a mandatory manager/coach's meeting. At this meeting you be informed of league play/schedule, meet your commissioner, be informed of any new rulings, be given a copy '**VIAHA Handbook**' (it can be viewed online as well), and of course ask any questions that you might have. Your VIAHA Handbook will outline all the policies and procedures that you will need to know and be expected to follow.



## Section #3

### Team Meeting

Once you have had a chance to meet with the coaches it is time to call a team meeting with the parents. You want to do this as soon as possible so that the players and parents know what to expect for the upcoming season and so that you can answer any questions they may have. The manager is responsible for overseeing the meeting but the head coach should be there as well. Topics to cover...

**Master Contact Sheet :** Ask that all the families forward you their contact information: Home phone, cell number(s), and email addresses. It is important to be able to contact the families when needed. Ice times can be changed or cancelled due to weather or accidents and you must be able to effectively get a hold of families. It's nice to share this info with all team families (arranging rides etc.) but check that all families are ok with releasing their contact info with the others.

**Player Conduct:** Go over with players the code of conduct that is expected of them on and off the ice

- Dressing room/arena behaviour
- Arrival time for practices and games
- Positive encouragement towards their team mates
- Social Media: positive posts only. No posts 1 hour before or two hours after a game (cooling down period)
- Zero tolerance for bullying or hazing
- Treating coaches, team staff and game officials with respect
- Zero tolerance for drugs and alcohol
- All players must shake hands with opponents' players and coaches and refs after each game. Gloves removed.
- Dress code
- Practice and game Jerseys. Game jerseys are to be worn at games only, and should be carried on hangers to/from games to avoid being damaged.

**Parent/Guardian Role and Responsibility:**

- Parent's commitment to the team – helping with score keeping, music, time keeper fundraising etc...All parents must contribute to the teams for a successful season. Once you have the league schedule you may choose to put together a schedule of which families will be responsible for running the game clock and filling out the game sheet, rather than relying on families to just come forward each home game. Confirm that all parents know how to fill in the game sheet and how to run the game clock. Ask an experienced parent to teach those that are unsure for how to do these jobs.
- Parent's commitment to bringing players to games and practices on time and communicate with the manager if a player is unable to attend or will be delayed.
- As per CVRD team dressing rooms are signed out no earlier than 45min before game start. Female change rooms can be signed out as well. You will be asked to leave your car keys as a security for the return of the room key.
- Positive encouragement and cheering of players on the ice is welcomed, but non-positive yelling/words at officials, players and coaches will not be tolerated. Continued disruption may lead to discipline actions. Parents are not allowed on the player's bench or in the penalty box unless requested by the head coach.



- Notification to team manager and safety person about player injuries.
- Discuss with parents about fundraising and team finances – Seed funds, 50/50 etc???
- Tournaments – How many? Home/away? Cost per family? Get a sense from parents how or what they want.
- Team Clothing – Jackets, hats and other articles may be purchased but must have the official KPMHA Logo on it. Contact the Equipment Manager for a list of suppliers.

### **Volunteers:**

There are a number of responsibilities that need to be handled in order for the team to run successfully, so to avoid burn out it is important for the manager to assign these jobs to other parents of the team.

- 1) Team Treasure/Fundraiser (section #5)
- 2) Team photographer and web site administrator (section #7)
- 3) Team Safety Person (section #6)

### **Equipment/Jerseys:**

- Game Jerseys, puck buckets, safety kits and equipment room keys need to be picked up from the KP's Equipment Manager. Puck bucket, safety kit and equipment room keys should be given to the head coach
- Inspect the game jerseys – note any damage on them and record it.
- Assign the game jerseys to each player – keep track of what number each player has. It is recommended that all 'Game Jerseys' be brought to/from the arena by a designated equipment person on each team and transported in a 'Jersey Bag' to avoid damage. Jersey bags can be obtained from the Equipment manager.
- Inform the players/families that game jerseys are to be treated with respect, worn only for games and to come to/from games on hangers not in hockey bags to avoid unnecessary damage. Damaged or lost jerseys during the season is the player's responsibility to financially replace/repair.
- End of season collect equipment from coaches and all game jerseys from players and return it all to the KP Equipment Manager.
- Puck buckets, safety kits and keys to the equipment room must be returned by April 1, if not returned the HC's (child's) jersey deposit cheque will be cashed to cover the cost(s) of the supplies and replacing the equipment room lock.
- Goalie Sticks and Equipment:
  - Initiation to peewee: KPMHA shall try and provide goal pads and sticks.
  - Bantam and older divisions shall be responsible for the purchase of their own goal equipment and sticks.
  - The parents of goalies should contact the Equipment Coordinator to sign out appropriate gear. Teams where multiple goalies will be sharing the equipment it may be signed out by a coach.
  - Association goalie gear is may only be used on ice. Any goalie found to have mis-used Association goalie gear may lose the privilege of borrowing gear and/or be charged replacement cost.
  - Families wishing to use the Association's equipment during the off season, for ice hockey purposes only, will make arrangements with the Equipment Coordinator and Treasurer to re-issue the equipment upon payment of a \$500.00 deposit.
- **Photo Night:**
  - Date and time TBA – the Photo Day Coordinator will contact you when arrangements have been confirmed.
  - Registration fees include a team and player photo. Depending on the supplier additional packages may be available for purchase. It is your job to fill out any team paper work for the photo company and to make sure your team is dressed and ready for their photo

## Section #4

### Hockey Canada/B.C. Hockey Requirements for Team Staff

All team officials and staff members must complete various courses to be eligible to work with the players and assist with the team. They are as following....

- 1) **Criminal Record Check:** This is mandatory for all staff and needs to be completed ASAP. This can be done by either completing the forms available at your local RCMP office and returning to them for processing or there is now an 'Online CRC Application through the Ministry of Justice'. The link can be found on the KPMHA web site home page: Bottom right hand corner, click on "Coaching and Development " tab, click on the CRC link and complete the online form. Completed CRC need to be handed into KP's 'Risk Manager'.
  - 2) **Respect in Sport:** It is mandatory that the team manager, safety person and coaches complete the B.C. Hockey's online 'Respect in Sport' course. This online course is available on the B.C. Hockey web site and only takes a couple hours to complete. Once completed please forward a copy of the certificate to KP's 'Risk Manager'. This course must be completed by Dec 1.
  - 3) **Hockey Canada Safety Program:** The team safety person is required to take this program. It is available online at the B.C. Hockey web site. Once completed the 'team safety person' must send a copy of their certificate to KP's 'Risk Manager'. Course must be completed by Dec 1.
  - 4) **Coaching Courses:** All coaches must be certified by B.C. Hockey and Hockey Canada and complete at least 'National Coaching Certification Program – Hybrid Course'. If questions or concerns please touch base with KP Head of Coaching or see BC Hockey's website for up to date requirements. Courses must be completed by Dec 1.
  - 5) **All team staff must now complete the CATT 'Concussion Awareness Training Tool' course.** This course is available on line for free on the BC Hockey Web site. Web link: <http://www.cattonline.com/>
- ❖ **KPMHA covers Hockey Canada registration fees for 5 team officials (3 coaches, manager, safety) any additional team staff that your team wants placed on the roster will cost the team \$50.00 per additional official. Only those team officials that are on the roster are allowed on the bench or on the ice.**
  - ❖ **These are the present requirements as stated by BC Hockey, for up to date requirements confirm with B.C. Hockey's website.**



## Section #5

# Team Safety Person

Each team must have a designated 'Safety Person' - see above for required course they must have. This important team staff member is responsible for the following area's...

- 1) **Medical Information Sheets:** You must have one for every player on your team
- 2) **First Aid Kits:** Each team is assigned a First Aid Kit from the KP Equipment Manager. Please go through it and familiarize yourself with it's' contents and how they are used. Should any of the supplies need to be replenished throughout the season it is the Safety's Person job. These kits are supplied by KPMHA, and if lost, it is the team's financial responsibility to replace (\$75).
- 3) Must conduct regular checks of players' equipment.
- 4) Implements an 'Emergency Action Plan' for the team and through this is prepared to react in the event of accidents, injuries and medical emergencies. Familiarize yourself with the arena's 'Evacuation Protocol' and go over it with the team.
- 5) **Injury Reports:** When an injury takes place it is the 'Safety Person's' job to handle the event, keep in mind the following steps...
  - If an ambulance is needed it is your job to call for one or assign someone else too.
  - There must be two people in the change room with the player at all times.
  - Inform the parents of what steps are being taken and if they are not at the arena contact them ASAP.
  - Only the injured players parent's or professional medical personal are allowed to administer any type of medication to him/her, except 'EpiPens' in the case of allergic shock.
  - Older players are not allowed to drive themselves home after any type of injury.
  - If not sure if the player's injury requires medical attention, always error on the side of caution and advise that the player sees a doctor.
  - Provide the parents with the injury report to take with them to be completed by their doctor. Any player that has received medical attention/injured themselves may not return to the ice without a doctor's note allowing them to.
  - Completed medical forms must be forwarded to KPMHA Risk Management Person within 7 days and to B.C. Hockey within 90 days.
  - Hockey Canada Injury Forms and more information are available from the B.C. Hockey Web Site

## Section #6

### Team Treasurer

The Treasurer is an important member of the team and needs to communicate with the manager, head coach and parents about how the teams wants to pay for tournaments, additional ice, team gear, etc....

- **KPMHA P&P regarding accounts**

#### 3.2

- a) All team bank accounts will be opened and held by the association with 3 Board of Directors as sponsor members (KPMHA President, Treasurer and Registrar).
- b) The 3 Board of Directors (sponsor members) will add/remove signers to each team account as needed. Signers will be 3 of the rostered officials on each team or KPMHA Board Members. This will allow for better control and transparency of the team funds.
- c) A secondary account will be set up to hold all team gaming monies as per gaming license regulations.
- d) Teams will have until June 1st to use their funds in accordance to KPMHA guidelines.
- e) All remaining balances in the team accounts will be transferred to the KPMHA operating account on June 1st of every year.

#### 3.3

All teams must keep an accurate accounting of money fundraised (e.g. bottle drives, car wash, etc.) and a statement of these monies must be submitted in **October, December and March** to the KPMHA Treasurer. The statement will show the team budget, expenses and refunds provided to members.

#### 3.4

All teams must keep an accurate account of gaming money (anything requiring a gaming license e.g. 50/50 proceeds, raffles, etc.). The team will be responsible for the administration and tracking of all fundraising monies. Teams must fulfill all current BC Gaming requirements with regards to licensing and reporting. All team when filing their final reports to BC Gaming must also provide copies to the KPMHA administrator. These funds may only be applied against eligible hockey related expenses, in accordance with Provincial gaming policy. The percentage returned to the teams is at the discretion of the KPMHA Executive. Team managers will be required to sign a written agreement to adhere to these rules.

#### 3.6

**Teams may only refund seed money to families.** Seed money may be defined as money paid by families throughout the season, prior to any fundraising or gaming activities. Seed money is to be used for ice, official fees and tournament fees and: a) Refunds may not exceed a family's original fees paid.

- b) Money raised through fundraising or gaming cannot be refunded.

#### 3.7

Competitive Only - Competitive team parents may be required to submit to their Team a minimum of \$200 each, to contribute to travel and other team related expenses.

- **Team expenses:** Throughout the season your team may need to pay for various things, meet with the head coach and manager and talk about what areas you need to budget for ...
  - Tournaments – Tournaments cost est. \$1100.00 per team – how many is the team attending?
  - Team Gear – Does the team want to order jackets, pant covers, etc. Contact KPMHA Equipment Manager for suppliers and costs. All team gear must have the ‘Official KPMHA Logo’ on it.
  - Team Building Nights/Year End Parties – Pizza nights, Christmas/Year End Parties, all are important for team building and a successful season. What fun activities do you want to plan for your team?
  - Extra Ice/Dry Land Training
  - Coaches/Managers Gifts
  
- **Seed Funds:** Seed funds are moneys collected from each family at the beginning of each season to pay for tournaments etc. Some teams will strictly only have a seed fund to cover all costs (estimate costs of season and divide it by number of players per team) or may choose to have partial amounts directly paid by team and fundraise the rest.
  
- **Fundraising:** Teams may choose to fundraise to help off-set the additional season costs. They can include various ideas from car washes, 50/50 draws and raffles. Please note the following before fundraising...
  - Contact the KPMHA Treasure regarding approval for applying for a gaming license.
  - Gaming License is required for all 50/50 draws, raffles and sports pools etc.
  - Gaming License may be acquired through the ‘Ministry of Finance – Gaming and Enforcement Branch: Licences’
  - All teams will be responsible for the accounting and tracking of all fundraising monies. Teams must fulfill all current BC Gaming requirements with regards to licensing and reporting. When filing their final reports to BC Gaming must also provide copies to the KPMHA Treasurer.

## Section #7

### Team Reporter

Every team has its' own web page on the KPMHA main web site and Facebook page. It's great for team moral and fun to have someone update the web site regularly with team stats, stories and photos.

- This person can be the manager, coach or any parent who wants to take this duty on.
- Please have him/her contact the KPMHA Registrar for the team site 'pass code'.
- If posting photos have all parents consent to their child's photo being taken and posted online.
- There is a place for team rosters, game stats and where one can input news reels and photo albums.
- There is also a team calendar where practice/game times and locations can be inputted.
- Our Website support person is Michele Teron, [info@islanderhockey.com](mailto:info@islanderhockey.com)



## Section #8

### Understanding Ice Schedules

Ice Schedules are put together by our Ice Coordinator and are posted on the KPMHA web site. He/she will post as many weeks ahead as possible.

- KPMHA purchases ice for a 24 weeks period- from Sept – March/ Spring break, with a two week break over Christmas.
- Budgeted home ice for each division is as the following: additional ice may be purchased if available
  - Initiation: 2 hours of shared ice every week
  - Novice and Atom: Approx 36 shared ice practices and 12 home game slots
  - Atom Development: Approx 48 practices and 24 home game slots
  - PW/Bantam/Midget C: Approx 24 full ice practices and 12 home games
  - PW/Bantam/Midget A: Approx 48 full ice practices and 24 home game slots
- Check schedule regularly and update your team as to when practices and games are happening.
- Always confirm with coaches that they can be there.
- When changes take place the Ice Coordinator will touch base with you, but it is still your responsibility to check the schedule regularly.
- Encourage your parents to either refer to your emails, or to your team's web/facebook page about ice times. The master ice schedule may not always reflect last minute changes or teams changing times.
- If you need to change, cancel or switch a practice, inform the Ice Coordinator ASAP so that he/she can contact other teams and make those changes.
- Cancelling practices/games with less than a 3 days notice, may result in a fine to the team.
- If you are booking an away game with another association or attending a tournament notify the Ice Coordinator ASAP so that they do not schedule you a home game slot on that same day(s).
- The Ice Coordinator has the authority to move or change ice time to accommodate player off games and league play commitments.
- Take care reading the location of games on the schedule as that KPMHA purchases ice from Shawnigan Lake School as well to cover our ice demands.
- Ice times are broken down into the following..
  - Practices
  - League Games – scheduled by VIAHA (section #9)
  - Exhibition Game – game slots that you may book another team to come play you (section #9)



## Section #9

# Booking Games

It is the manager's job to book games and notify the team about dates, times and locations of these games as well as the league schedule. During the season there are three types of games that you need to understand....

- 1. Tiering - Balancing Games:** Atom – Midget. Each team is required to play a minimum of three exhibition games against the teams in their association and teams in their division before the beginning of league play. (Sept – end Oct). These games are submitted to your VIAHA Division Commissionaire to help place your team in the correct league grouping . These games can be played as a home or away games (when you play at another arena).
  - Home ice requires you to receive a game number from your SVIAHA Commissionaire (section #1)
  - Home ice requires you to email the KPMHA Ref Assignor to book on ice officials (section #10)
  - Electronic Game report and paper game sheet must be submitted to your commissionaire (section #11)
  - These games can only be booked with South Vancouver Island teams.
- 2. Exhibition Games:** These games are played with other teams in your division for fun. You may invite other teams to play at Kerry Park or accept invitations to play games at other associations. From Atom – Midget playing teams outside of your division (atom team playing a Peewee team) is not allowed. Tiering – balancing games may be booked in an exhibition game slot.
  - Home ice requires you to receive a game number from your SVIAHA Commissionaire (section #1)
  - Home ice requires you to email the KPMHA Ref Assignor to book on ice officials (section #10)
  - Electronic Game report and paper game sheet must be submitted to your commissionaire (section #11)
  - You may play any Vancouver Island team within you division. Playing teams outside of Vancouver Island requires special permission – see VIAHA Handbook for more details.
- 3. League Games:** After tiering games are completed (end of Oct) your team will be placed in the appropriate league division with teams of similar calibre.
  - These games are pre-booked by VIAHA and you will be given a complete schedule for the season (Mid Oct/Early Nov) outlining game times, location (arena) and game numbers.
  - All teams must attend their scheduled league games. Failure to appear may result in team fines. If there are scheduling conflicts (due to tournaments etc) contact your commissionaire ASAP to find out if re-scheduling is an option. League games always precedent over tournaments.
  - If there are adverse weather conditions or traffic problems you must contact you commissionaire to find out if the game will be cancelled. Failure to appear will result in your team forfeiting the game and possible fines.
  - League games points are accumulated though out the season. Team standings can be viewed on the VIAHA website. Win = 2pts, Tie = 1pt, Loss = 0. Each team is also awarded a sportsmanship point should their team penalties not exceed the following
    - Atom: 8 min or less, PW: 10 min or less, Bantam: 14 min or less, Midget: 18min or less



- Representative league play runs from Oct to mid Jan. Playoffs take place between end Jan to March.
- Recreational league play runs from November to March. Playoffs will take place the weekend before the beginning of spring break.
- Electronic Game report and paper game sheet must be submitted to your commissioner (section #11)
- See VIAHA Handbook for complete league play regulations.

#### **Booking games with other teams.....**

- All Island associations are listed on the VIAHA web site and there you can be linked through to each association's home page. Through their web page you can email the division coordinators and team managers.
- When you have exhibition game time, email a few teams to see if they would like to play. The rule of thumb is 'the team that contacts you first gets the game slot'.
- Those weekends that you do not have a game, email other teams/associations and let them know that you would be interested in playing an away game. It is recommended at the beginning of the season to email the other teams and introduce yourself and let them know that your team is available to play.
- Exhibition game slots are gold....email other teams ASAP so that you can make the most of your none league game weekends, especially when trying to find an away game.
- Electronic Game report and paper game sheet must be submitted to your commissioner (section #11)

**Tournaments:** Tournaments can be the highlight to a team's season. The A,B,C's of booking a tourney are...

- Tournaments fill up very quickly! The key to getting accepted is to apply early and have all your paper work and fees in place when you apply.
- Tournaments are listed on the VIAHA Web Site home page (left hand side in red section)
- Email the tournament coordinator and request a registration package.
- Before sending in your application package confirm with your coaches and team that they can attend, especially out of town tournaments.
- Tournaments will require you to send an 'Official Hockey Canada Roster'. Contact KPMHA Registrar to receive a copy.
- Tournaments require a cheque to hold your spot. A KPMHA cheque will be issued to you by the treasure. He/she will require a copy of the tournament application form with the dates and cost of the tournament on it before he/she can write the team a cheque.
- Teams have 30 days to pay association invoices, if not paid in these terms a team will be given written notice that if invoice not paid for within 15 days ice privileges may be lost.
- KPMHA teams wishing to attend tournaments outside of Vancouver Island/BC or host international or inter-provincial teams must receive approval through the KPMHA Executive and VIAHA 45 days prior to the event. An intra-district travel form must be filled and approved. See VIAHA website for forms.
- If wishing to host a tournament contact 'KPMHA Tournament/Sponsorship Coordinator' to guide you through the process.



## Section #10

# Booking Referees

**All home games** require you to email the KPMHA 'Referee Assignor' (RA) to book on ice officials for your game...

- Allow the RA as much time as possible to organize on ice official, cut off time is 3 days before.
- When emailing he/she supply the following – team name, division, date/time, arena and game number. If you are waiting for a game number from your commissioner let the RA know and supply it to them when you are issued one.
- If your game is cancelled a minimum of 72 hours notice is required. If less than 72 hours teams are responsible to cover the on ice officials cost.
- KPMHA Ref Assignor: **Josh Byers: [jochby@gmail.com](mailto:jochby@gmail.com)**

❖ **If you have a player interested in becoming an on ice official, have them email KPMHA 'Referee in Chief' and/or review requirements under 'B.C. Hockey' web site.**



## Section #11

### Game Paper Work

Game time is the highlight to a team's week, but for the manager it means organizing the volunteers and game paper work....

- 1) **Game Number:** Each home game and tournament you play requires a game number. This number is given to you from your South VIAHA league commissioner or managing director.
  - When you book a team for a home game, email the commissioner stating that you need to be issued a game number. Supply him/her with your team's name/association, opposing team, date, time and location for the game.
  - The game number must be given to the 'ref assignor' when you are booking on ice officials for your game.
  - League game numbers will be assigned to you with the league schedule.
  - Playing a game without a game number may result in team fines and/or disciplining action.
  - When you attend a tournament outside South VIAHA you will need to have your own games numbers that are issued by your commissioner. When you fill out the game sheet for your team write your game number beside the opponent's game number.
  
- 2) **Game Sheets:** At the beginning of the season you will be given a bundle of "VIAHA – Game Sheets". These are to be used at each home game regardless if it is a league or exhibition game.
  - The home team is always responsible for supplying the game sheet – allow yourself at least 45min before the start of the game to organize the paper work and volunteers.
  - Game number must always be placed on the game sheet –top right hand side.
  - Clearly fill in all the information on the sheet: name/number of players, team officials (as per "HC Roster"), date, location etc. Confirm with your head coach that all players are present, put a line through those that are absent or injured and which coaches will on the bench with him/her during the game.
  - Overage/underage or AP players must be marked as so on the game sheet.
  - Give the 'game sheet' to the visiting team to fill out their team players and officials. When you are the visiting team touch base with the home team's manager when you arrive and fill out your portion of their game sheet.
  - Home games: meet briefly with your time keeper and game sheet volunteers, confirm that they are comfortable with running the clock and filling out the game sheet. Do they have pens etc. Team officials are not allowed to run the clock or fill out the game sheet.
  - The time keeper and score keeper must sign the game sheet at the end of game.
  - During the game, this sheet is used to write down goals and penalties. The referees are responsible for confirming its accuracy and signing it at the end of each game.
  - At the end of the game check to see if there is time left on the game clock: confirm that it is recorded on the game sheet.
  - Game sheets are made up of five copies:
    - White: VIAHA, Green: Home team, Yellow: Visiting team, Pink: Association, Gold: Spare

- At the end of the game collect the game sheet from the time keeper box volunteers and give the yellow copy to the visiting team's manager. When you are the away team, make sure you collect the yellow copy from the home team's manager.
- If there are major penalties the referee may take the white copy for his/her report.
- The White Copy is sent by mail to your commissioner. It must post marked 48 hours of completion of the game. If they do not received it within 14 days post game, discipline actions may be issued to the team.

## **REGULATION #6 – VIAHA Handbook Timing of Games**

- 6.01** The arena (wall) clock shall always take precedence. Coaches and managers must make sure that before the start of the game they know which clock is being used by the timekeepers as the wall clock and what time the ice rental period actually ends (ie. what time do the teams have to leave the ice).
- 6.02** The timing of the third period will not be adjusted to allow for additional time that may be available.
- 6.03** All games are to be concluded two minutes before the end of the rental ice slot to allow for a handshake; there are no exceptions.
- 6.04** There is to be NO running time at any scheduled VIAHA placement, league, playoff or exhibition games. Where possible, MHA tournament game timing should follow VIAHA Regulation 6.05 or 6.07.
- 6.05** For all 120 minute and 110 minute games, in all divisions of VIAHA, the timing of the games shall be as follows:
- (a) 5-minute warm up;
  - (b) 1st period 15 minute stop time;
  - (c) 2nd period 20 minute stop time;
  - (d) Ice clean first stoppage of play after the 10-minute mark of the second period;
  - (e) 3rd period 20 minute stop time (or the wall clock, less 2 minutes, which ever comes first).
    - 2014-2015 VIAHA Handbook 44
- 6.06** The amount of time left on the game clock at the conclusion of the game will be prominently written on the game sheet and included in the game report to the respective League Commissioner/ Managing Director.
- 6.07** All games 90 minutes or less in all divisions of VIAHA, the timing of the games shall be as follows:
- (a) 5-minute warm up;
  - (b) 1st period 15 minute stop time;
  - (c) 2nd period 15 minute stop time;
  - (d) 3rd period 20 minute stop time, (or the wall clock, less 2 minutes, whichever comes first).
- 6.08** The formula to be used to determine the last 10 minutes of the game is:  
 Subtract the time remaining on the game clock from the original period length (i.e.: the game ends in the third period with 16 minutes remaining on the game clock, 20:00 minutes subtract 16:00 minutes = 4:00 minutes. From the 4:00 minutes you now subtract 10:00 minutes to determine the last 10:00 minutes of the game, 4:00 minutes subtract 10:00 minutes would equal the 14:00 minute mark of the second period  
 Any penalties occurring after the 14-minute mark of the second period would be considered to have happened in the last 10 minutes of the game

**3) Electronic Games Report:** After each game it is the mangers responsibility to send his/her commissioner an electronic game report.

- Game reports are a brief outline of the score, team names and penalties occurred during the game.
- All major penalties will be examined by your commissioner and you will be emailed how to proceed. See VIAHA Handbook for a complete list of penalties and what punishment they carry.
- Each team must email one regardless of whether you are the home or visiting team.
- Must be emailed to the commissioner within 24 hours of a game's completion.
- Game reports can be found on the VIAHA web site: left hand side in red – administration- forms.
- When emailing your commissioner please include the game number for ease of tracking.

**4) Hockey Canada Team Rosters:** Hockey Canada will issue each team an "Official Team Roster".

- Each team must have 'team roster' before playing any games.
- Once you have a list of your players (jersey numbers), coaches and team officials send all the information to the KPMHA Registrar. He/she will submit the information to Hockey Canada and email you the 'team roster'.
- No player or coach can be on the ice for games etc without being on the roster.
- Your league commissioner and most tournaments will require you to email them a copy of your team's roster.
- Having a player, coach or team official participating in a game that are not on the 'official roster' is not allowed. Discipline actions may be issued by VIAHA.

**5) Overage Players:**

- If your team has a player that is overage they require special permission to be placed on the team roster.
- Permission is granted to those players due to size or weaker ability that would be unsuited to play in their normal age division. They can be only one year outside of their age category.
- An "OA Exemption" form must be completed and emailed to VIAHA Executive Director for consideration. VIAHA web site (left hand side in red) – administration – forms.
- On the 'game sheet' overage players are denoted with **OA** behind their name.

**6) Underage Players:**

- Underage players may be moved to the division above provided they receive special permission.
- Underage players can only be one year outside of their age category.
- An 'UA Exemption' form must be completed and emailed to VIAHA Executive Director for consideration. VIAHA web site (left hand side in red) – administration – forms.
- On the 'game sheet' underage players are denoted with **UA** behind their name.

**7) Affiliate Players:**

- Teams may AP players from teams in lower categories/divisions within the same association.
- Teams may only AP if they have less than 14 skaters or are in need of a goaltender.
- Novice/initiation players cannot be used as AP players.
- Atom Development players may not be AP'd to peewee house teams.
- AP players are not to be used permanently.

- VIAHA 5.2:  
Minor hockey players registered on a recreational team may not participate as an affiliate to a higher Division/Category team prior to the first Wednesday following the Thanksgiving weekend or prior to participating in a league game with the recreational team unless approved by the Officers. 5.26 No team will be permitted to
- AP players are denoted with (AP) behind their name on game sheets
- It is essential for development that affiliate players participate in competitive team practices and games, where possible. To this end, all Competitive Teams are encouraged to have APs at practices on a regular basis, particularly prior to playoffs.



## Section #12

# Handling Complaints

### As per KPMHA Policy and Procedures

#### **18.1 Complaint Handling Policy and Procedure**

##### **Policy**

It is the policy of KPMHA that the Society must follow Procedural Fairness when a complaint is received. Incidents must be reported by procedure to ensure handling in a professional, unbiased, respectful and timely manner and to be resolved at the earliest appropriate level. Resolution cannot offer complete confidentiality but KPMHA assures its members that complaints will be handled discreetly, respectfully and in the confidence of the parties involved. KPMHA strives to ensure the rights and well being of all its members - players, parents/guardians, and volunteers. The following Complaint Handling Procedure must be followed to ensure fair and timely resolution for all parties involved:

**Complainant (complaint in writing) → Team Manager → Divisional Director →**

**President → VIAHA → BCAHA/CHA/and or appropriate Local Police/Child Protection Agency**

##### **Complaint Handling Procedure – 1st Response**

It is desired that, whenever possible, incidents be resolved at the earliest appropriate level. The Complaint Handling Procedure allows for respect and protection of the rights of all KPMHA members. To ensure the well being of all members, complaints must be handled by procedure. KPMHA does not support direct complaint to coaches and discourages “parent team meetings” for the purpose of voicing complaint as a group. Procedure requires that complaints are first directed to the Team Manager (not the coach). Using discretion as to the nature of the complaint, the Team Manager has the right to ask for the complaint in writing and is encouraged to keep notes in case further review is required. The Team Manager will undertake the Complaint Handling Procedure in the following manner:

- a) Any incident of “unacceptable behaviour” as defined in the Team First Program must be formalized in writing to the President immediately.
- b) Upon receipt of any complaint, the Team Manager will endeavour to clarify and confirm the main issue.
- c) The Team Manager can at this point request the complaint in writing. If possible the complaint should make reference to the applicable policies of the organization. This is only meant to help clarify the core issue of the complaint, and complaints will not be seen as any less valid if they don't reference the applicable governing document. In a fair, impartial, and timely manner the Team Manager will discern the course of mediation necessary for fair resolution.
- d) If the complaint is minor in nature, the Team Manager will mediate a resolution satisfactory to all parties involved. The Divisional Director must be notified of the resolution.
- e) If a timely and agreeable resolution between parties is not met, the Team Manager/Complainant will submit the written complaint to the Divisional Director.
- f) If the Divisional Director cannot mediate the complaint, it must be formalized and forwarded to the President for investigation.

**\*See KPMHA Policy and Procedure Manual for complete instructions**

**<http://www.islanderhockey.ca/content/policies-and-procedures>**

