



Manager's Manual

Thank you for being a AA Ringette Calgary Team Manager. You have taken on a demanding but rewarding role. You will serve essential functions of being the communicator, organizer, and problem solver for your team, be a liaison between the coaching staff, athletes and parents and association. You will help bring together a successful season for your team.

First: Don't panic! The information at the beginning may seem overwhelming. Everything will work out, and your AA Ringette Calgary VPs, coaches and team parents will help get things done. A Managers and Treasurers Meeting is held shortly after team selection to cover several items in this manual, so that you have all the essential information to guide you and your team all season. There is also a Manager Mentor who can be a resource to you throughout the season. You'll find that we have a great community of parent volunteers who will all pitch in to get the job done, so utilize their skills as much as you can to help build capacity in the organization, while also minimizing the tasks you have to complete.

In addition to this manual, you'll find a number of forms and resources on our website (under Info and Forms/Managers) at <https://www.aaringettecalgary.ca/>.

Your role

- Manage communication flow: Relate information within the team (such as bench staff, parents, and athletes), and outside of the team (such as notices provided by the AA Ringette Calgary Board and program, Ringette Calgary, Ringette Alberta (RAB), and any other associations).
- Oversee, organize and/or complete off-ice tasks to allow the bench staff to focus on successful player development and on-ice instruction.
- Delegate other team role duties with parents as needed during the season to balance the workload.

SEASON START UP

- Team Parent Meeting: Work with the Head Coach to arrange the first Team Parent Meeting as soon as possible, and distribute an agenda in advance. At this meeting the Head Coach should discuss their expectations for the season, address the commitment needed from athletes and parents/guardians, and outline the team volunteer roles needed for a successful season. The initial cash call amount should be announced. At this meeting, also review the 24 hour rule for discussion of contentious issues, bringing concerns to the manager, and reviewing the Ringette Calgary Communications Flowchart for Queries, Complaints and Appeals. Minutes of the Team Parent Meeting should be taken and distributed to parents—they may be useful when dealing with disputes or concerns later in the season. It is also a good opportunity when everyone is together to have parents/guardians complete the Parent Code of Conduct form (these are submitted to the Coaching Admin volunteer).
- Team Communications: Verify with the Head Coach which team app will be used for scheduling and group emails (e.g., TeamSnap, RAMP etc), and if not already done initiate a subscription and input the team schedule. It is suggested that a separate communication app be used for messaging between the parents (e.g., WhatsApp, group text etc).
- Athlete Code of Conduct Pledges: Within the first weeks of the season, the President will meet with the team to welcome the athletes to the AA Ringette Calgary program, review the content of the Code of Conduct pledge, and obtain athlete signatures.
- Athlete Medical Forms: A medical form is required for each athlete. Direct parents to the form on the AA Ringette Calgary website, and have them return it to you ASAP. Two copies of the medical forms are kept – one with the team medical bag, and one with the manager. These should be kept securely due to the confidential information they contain. Inform the coaches if any athlete requires emergency medications on the bench (e.g., inhalers for asthma).
- Apparel: The AA Teamwear Coordinator will arrange fitting sessions for mandatory items (i.e. jackets, pants, hoodies, etc.) within the first few weeks of the season. Assign a team parent volunteer to coordinate the mandatory and optional teamwear orders. See the [Teamwear Catalogue](#) for a list of the required and optional items.
- Important Dates: The Board will provide reminders about important deadlines through email and at the monthly AA Ringette Calgary Committee meetings. Regularly check league (Chinook Ringette League for U14 and U16 teams, Black Gold League for U19 teams), Ringette Calgary and Ringette Alberta webpages for critical dates and registration deadlines such as tournaments, Provincials, WCRCs and CRCs.
- Team Photos: Team photos will be arranged within the first few weeks, and managers will be informed of the details by email. Apparel needed for photos:
 - Red game jerseys, red game pants, skates (with guards), ringette gloves, and stick
 - Goalies wear their goalie pads

- No helmets or additional padding needed
- Certifications: The AA Ringette Calgary Coaching Admin volunteer will take care of ensuring all coaches have the appropriate certifications and security clearance. Managers are NOT permitted to be on the bench.
- Respect in Sport for Parents: One parent must complete the Respect in Sport for Parents module every 3 years. The Parent Admin volunteer will contact you to collect certificate numbers.

DURING THE SEASON AND OTHER THINGS TO KNOW

- Team Schedule: Monitor the total number of team events scheduled each week, including practices and games, to avoid over-scheduling. Also ensure there are sufficient team bonding opportunities. We encourage all teams to consider principles of Long Term Athlete Development appropriate for the age division, and ensure adequate rest is allocated to reduce fatigue and allow athletic recovery time.
- Ice Schedules: Practice schedules are managed by the AA Ringette Calgary ice allocator. Never let ringette ice go dark! Head Coaches are responsible for communicating with the Ice Allocator if a switch in ice times is agreed to with another team. We have a team of individuals identifying additional ice to supplement what we receive from Ringette Calgary, but teams may wish to purchase additional ice on their own for exhibition games, practices etc.
- Team Expenses: Communicate to the families and team volunteers that you need to be notified of any expenditures for the team in advance to keep in line with the team budget.
- Rule of Two and Dressing Room Safety: Only **designated personnel** (always two, with one being female, consisting of coach, manager and/or parent volunteer) are allowed to enter the dressing room, to ensure player safety and privacy. When entering, adults must first knock and announce they wish to enter the room. Other parents/family/friends should not enter the dressing room, unless asked to by the coach/manager. **Pictures or videos are NOT allowed to be taken in the dressing room at any time as per RAB policy. This includes photos of post-game wins.** Coaches/managers should decide on a cell phone policy, with consideration for the possibility of theft. When not occupied (i.e. during games/practices), rooms should always be locked. **The Rule of Two also applies to texting and messaging.** A second adult should be included in any communications sent to athletes electronically.
- Sportspersonship and Representing the Association: Sportspersonship is an important tenet of our program. As the team's central figure, a manager can positively affect this aspect—and is expected, at all times, to encourage and model respect on behalf of the team. As well, our program endorses the Friends First initiative to promote a positive, supportive team culture—and to demonstrate those values to all involved, including our sister teams. Any 'fun' events or mini-tournaments organized during the season are done with this initiative in mind—with team photos from these events often placed on

our website. Please see our website under the Friends First tab for more information. We also encourage each team to organize activities that give back to the sport or local community.

- Game Score Reporting: The Chinook Ringette League and the Black Gold League use the RAMP APP for score recording. Additional details to follow.

TEAM VOLUNTEER ROLES

In the Manager's introductory email to the team, include a list of all the Team Volunteer Positions that will need to be filled. At the first team parent meeting, ensure that all roles are filled and that volunteer commitments are as evenly distributed amongst families as possible.

Detailed Role descriptions and applicable forms are also listed on the AA Ringette Calgary website under the Parents tab.

REQUIRED TEAM POSITIONS

Treasurer

Designated parent responsible for:

- Managing all financial duties for the team.
- In coordination with the team manager, develops, tracks and maintains team budget.
- Shares initial team budget via email to team families at the start of season.
- Provides **monthly** budget updates to team parents.
- Requests and collects all cash calls, fundraising and team apparel payments etc.
- Continuously tracks budget and monies in/out and communicates with Manager.
- Manages all receipts/reimbursements.
- Provides final expense report to AA Committee Treasurer at year-end with a zero balance and all receipts.

INFO and FORMS

- **Team Budget Template**

AA Ringette Calgary Committee Representatives – 3 Required (in addition to any team parents holding Board positions)

- Each AA Ringette Calgary team is required to put forward three volunteers (who are not already on the Board) who will be required to attend all AA Committee meetings. They are expected to volunteer for specific committee roles and tasks which are announced at the AGM which occurs at the beginning of the season. These can be reviewed under the About Us/AA Committee Overview page on our website.
- Committee Meetings are held approximately every one or two months.
- Representatives act as the Liaisons between their team and the AA Ringette Calgary Committee and are required to communicate important information to the team following each meeting.
- Managers are also encouraged to attend the AA Ringette Calgary Committee Meetings however it is not mandatory.

The remaining volunteer roles are recommended but it is at the discretion of the Head Coach and Manager to determine which roles are needed for the team.

Team Apparel Coordinator

At the start of the season the AA Ringette Calgary Teamwear Coordinator will contact each Team Apparel Coordinator to start the teamwear order process. Only the AA Teamwear Coordinator should be in contact with the supplier – team representatives and managers DO NOT contact The Ringette Store directly.

The Team Apparel Coordinator is responsible for:

- Coordinating the fitting session for mandatory and optional team items.
- Collecting orders from each athlete/family for mandatory team attire and optional team attire. Mandatory athlete items are ordered first, and a second order for optional teamwear and parent items will follow.
- Submitting apparel orders to the AA Teamwear Coordinator by the requested due dates.
- Picking up orders as per direction of AA Teamwear Coordinator and distributes apparel to team.
- Providing invoices to the team Treasurer to collect payments from families.
- Providing AA helmet purchase information to team parents.
- Providing 2 AA logo stickers for placement on helmets to each athlete, if required. Ensure no other stickers (e.g., Team Alberta, other team stickers, special event support etc) are on the helmets. It is at the discretion of the team to obtain athlete number stickers for the back of the helmet, and these must be in AA Ringette Calgary colours.
- Arranging for name bars, and Captain and Assistant Captain letters to be sewn on the jerseys, as per guidelines on the instruction sheet, either by ONE designated, sewing-qualified team parent OR by a professional seamstress (paid for from team funds).
- Arranging for name bars and Captain and Assistant Captain letters to be removed at season end, and returning name bars to the athletes.
- Inspecting jerseys throughout the season and reporting damage (skate cuts, excessive wear/snags, staining, etc.) to the AA Equipment Coordinator. If repairs are required the AA Equipment Coordinator will provide repair contact information.
- Collecting all jerseys at end of season. Ensure they are clean and inspected for damage. Return jerseys to AA Equipment Coordinator (scheduled return date will be communicated at the end of season) and document any jersey damage with the jersey return.

INFO and FORMS

[**AA Teamwear Product Catalogue**](#)

[**AA Mandatory and Optional Teamwear Order Forms**](#)

[**AA Helmet Purchase Information**](#)

First Aid/Trainer

Identified parent who is a registered Medical/Athletic professional or if not available a parent as first point-of-contact for team injuries/emergencies.

Responsibilities are:

- Awareness of arena emergency protocols.

- In the event of an emergency, initiates call for help, meets and guides EMS upon arrival.
- Completing injury report forms at the venue (if required).
- Periodically checking the team medical bag for adequate supply levels.
- Informing injured athletes about the **RAB Accident Claim form**

INFO and FORMS

RAB Accident Claim form

Food Coordinators (Detailed description under **Parents tab)**

1 or 2 team parents responsible for the following:

- Purchasing, stocking and maintaining team tournament supply bins and bringing to all tournaments. Bin supplies are paid for through team funds – invoices for purchases are to be submitted to the team treasurer.
- Once the tournament itinerary is created by the team tournament coordinator and approved by the coach, the food coordinators develop menu plans utilizing the AA Ringette Calgary nutritional guidelines and in accordance with preferences and sport-nutrition guidelines. Meals are planned for coaches and athletes, and at the discretion of the Head Coach and Manager, may also be for athlete's families.
- Distributing meal and snack signup. Parent-coaches and the manager should have first pick, followed by the remaining families. Non-parent coaches/assistant coaches are exempt from contributing (unless they elect to bring something) as a show of appreciation for their commitment to our program.
- Ensuring the signup includes meal time, location, setup and cleanup responsibilities and all required cooking appliances are included.
- Parents are fully responsible for the meals/ingredients and setup/cleanup that they signed up for (not the Manager or Food Coordinators).
- One Food Coordinator parent should be present during tournaments to ensure meals are ready on time, and assess if additional items need to be purchased throughout the weekend to ensure the athletes receive optimal nutrition.
- The Food Coordinator ensures athletes and coaches are provided their meals first.
- At the coaches' discretion and schedule permitting, athletes should help with setting out and cleaning up after meals as much as possible.
- Food Coordinators are encouraged to be environmentally friendly and limit the use of paper/plastic products – families should be encouraged to bring their own plates, bowls and cutlery.

INFO and FORMS

AA Food Plan Sample Template (Google Docs)

Tournament Bin Inventory List

Tournament Coordinator (see **Parents tab for more detailed description)**

- Works directly with the AA Ringette Calgary Tournament Coordinator (travel@aaringettecalgary.ca) for AA-managed tournament hotel and bus

Last Updated: August 31, 2023

arrangements and communicates details to the team manager, coaching staff and parents.

- Creates a Tournament Itinerary and once it is approved by the Head Coach and/or Manager, shares it with the Team and the AA Ringette Calgary Tournament Coordinator
- Manages block hotel room bookings and coordinates rooming lists and payment arrangements for non-parent coaches and team room.
- As required organizes team vehicle rentals, bus or air travel.
- Follows through on these details as needed during tournaments.
- Submits the Ringette Calgary Post Tournament Online Form following every tournament attended (not required for EGRT)

INFO and FORMS

Rooming Sheet Template
AA Hotel/Bus Overview
Post-Tournament Online Form

Fundraising Coordinators

A small group of parents organize and oversee team fundraising events and related tasks to meet the team fundraising goals as determined by the Coach and Manager. Fundraiser coordinators are encouraged to start fundraising ASAP for team-related costs. The responsibilities are:

- Obtaining approval from the team manager for fundraising events
- Communicating fundraising events in a timely manner and working with all team parents to coordinate events.
- Working with the team treasurer for team fund deposits and reporting financial details so team budgetary information is transparent and communicated on a monthly basis.
- If required, apply for a team fundraising AGLC license; see our website under Fundraising for further details and application links. The AA Ringette Calgary AGLC license cannot be utilized by individual teams.
- For fundraising ideas or a list of popular vendors, please see our website Team Fundraising Ideas page.

Minor Officials Coordinator and Shot Clock Carrier

- Responsible for scheduling team parents to fill required minor official roles for all league, exhibition and tournament games including shot clock operators, timekeepers, gamesheet recorder and penalty box duty.
- RAMP Electronic Game Sheet APP – more information to come.
- Inform parents of upcoming shot clock clinics to learn this important task.
- Responsible for bringing shotclocks to all games (only required for HOME games at arenas where there is no hardwired shotclock but recommended they be brought to all games just in case). Installs and takes down shot clocks and ensures all components are present. Any issue with shotclock function should be escalated to the AA Ringette Calgary Equipment Coordinator for repair.
- Ensure all minor officials are present in their assigned role prior to game start.

INFO and FORMS

Shot Clock Info Sheet Minor Official Coordinator – Schedule

Social Coordinator

- Working with the Manager and Coaching staff, identify, schedule, organize and communicate team and parent bonding events and activities throughout the season. Tournament and year end activities are included under this role.

Social Media Rep

- Manages Team X (Twitter) account details provided by the AA Ringette Calgary Webmaster. Following the AA Ringette Calgary Social Media Guidelines, the Social Media rep will highlight tournament or noteworthy events, photos (discretion used for posting photos of athletes) and team news.
- Each team will receive a team Flickr photo account to be used to store and share team photos throughout the season. With advance notice, the AA Ringette Calgary Webmaster will access team accounts for photos for tournaments, events and the year-end banquet. At the end of the season, each team will be asked to place desired photos into a Banquet file which will be accessed and displayed during our year-end banquet.
- Participates in Ringette Calgary, Ringette Alberta and Ringette Canada social media events (i.e. Provincials, Westerns, Nationals, etc.) to promote AA Ringette Calgary spirit and engage with the Ringette community.

Social Media Guidelines

AA Esso Golden Ring Volunteers

- Approximately 4 volunteers per team are required to fulfill AA Ringette Calgary's EGRT volunteer requirements. Volunteers will be required to sign up for shifts during the EGRT weekend in January (minor official roles and arena volunteers).
- Assist in tracking details regarding AA Ringette Calgary volunteer assignments.

Year End Banquet Representatives

- Two volunteers from each team are required to assist the AA Banquet Coordinators plan and organize the year-end banquet. Task can include setup, takedown, ticket sales, media assistance etc.
- Communicates banquet information to the team manager and parents.
- Year end banquet tickets for players and coaching staff are usually purchased out of the team budget. Parents are required to purchase tickets separately.

Flames 50/50 Sellers

- If AA Ringette Calgary is selected to participate in Flames fundraising opportunities, four to eight volunteers per team are asked to help sell Flames Foundation 50/50 tickets. Funds raised are shared among AA teams and our support helps various charities connected with the Flames Foundation.

Casino Volunteers

- If AA Ringette Calgary is selected to participate in Casino fundraisers, multiple volunteers from each team will be required. Proceeds from these fundraisers are critical to the success of our program.