



Bashaw Minor Hockey Association Parent Guide

Welcome to our Association! This guide outlines the expectations for all parents/guardians to ensure a positive, safe, and supportive environment for our athletes. Please review the following responsibilities and procedures carefully.

Required Equipment for New-to-Hockey Families

All players must come to each session fully dressed in proper hockey equipment. This includes:

- Helmet with full cage
- Neck guard
- Shoulder pads
- Elbow pads
- Gloves
- Hockey pants
- Shin pads
- Skates
- Stick
- Jock/Jill

Players will also need:

- Practice Jersey – A plain jersey for all practices.
- Practice Socks – Hockey socks specifically for practices.

New Players must receive the New Player Package and will get:

- Home and Away Game Socks
- A Game Jersey (assigned for the season)

Need New Socks?

If you forgot to purchase them at registration, your player had a growth spurt or lost a pair, you can still buy additional socks during the season. You can:

- Reach out to your team manager to request the socks and size you need, and
- Complete payment via e-transfer to bashawmhatreasurer@gmail.com
- \$30 per pair

1. Volunteering Responsibilities

Our association relies on the involvement of parents to keep programs running smoothly. Each family is expected to contribute in the following ways:

Home Game Volunteer Duties

Each home game requires a few volunteer roles to run smoothly. The team manager has many home game duties to perform and needs to delegate other tasks. Our goal is to keep things simple, fair, and organized so that no one feels overwhelmed.

Volunteer Roles Needed Each Home Game

- Time Clock/Music → 1 person
- Game Sheet → 1 person
- 50/50 Sales → 1 person

(U7/U9 - no game sheets required but bumpers need to be placed at 3/4 ice, Zamboni blue line)

How the Schedule Works

- Once the game schedule is released, the manager will create a master volunteer schedule for all home games.
- Everyone will know their assigned duties in advance and they will be placed in team snap for each game.
- If you cannot make a game, it is your responsibility to arrange a swap with another parent and let the manager know.

Family Considerations

- Families with smaller children may find it difficult to cover time clock or game sheet as children are not allowed in the time box— in these cases, you may ask to be scheduled more often for 50/50.
- Some parents are happy to volunteer more often, but we want to make sure it's fair for everyone and not left to just a few.

Last-Minute Changes

- If your child is sick and can't play, please offer to swap your assigned duty for a future game.
- Keep communication simple, post in the team chat:

“Phil is sick. I can't do 50/50 for tomorrow, can anyone swap me next weekend?”

Home Tournament Volunteering

Parents are asked to support the tournament coordinator by:

- Signing up for a task to help prepare for the tournament
- Complete their shifts during day of the tournament which could include time box, game sheet, raffle table or concession shifts.

2. Fundraising Responsibilities

Fundraising helps keep registration fees affordable and supports tournaments, equipment, and development programs.

Parent Expectations

- Participate in association-wide fundraising campaigns.

- Support any team fundraisers

Non-Participation

Families who choose not to participate may be required to:

- Pay a buy-out fee
- Have to repay their \$300 fundraising fee with registration next season

3. Communication Pathway for Concerns or Complaints

To keep communication respectful, constructive, and solution-focused, all parents must follow the Association's Communication & Conflict Resolution Pathway.

Most concerns can be resolved quickly and easily by simply having a conversation. We want our members to feel safe and comfortable bringing concerns forward, rather than letting them build or fester. Open, respectful communication helps us keep things positive and supportive for everyone.

Step 1: 24-Hour Rule

Parents must not approach coaches, volunteers, officials, players, or other parents with concerns immediately after a game or heated moment.

You must wait at least 24 hours before initiating any discussion.

This pause:

- Reduces emotional reactions
- Creates space for calm, productive communication
- Ensures issues are handled objectively

Step 2: Parent to Coach/Manager Communication

After 24 hours, parents should first bring their concern, in writing, directly to the Head Coach or Manager depending on the concern.

Your message should be:

- Respectful
- Specific
- Solution-focused

Parents may contact the coach or manager through TeamSnap for quick questions or to arrange a time to meet. While TeamSnap messages are useful for simple communication, in-person, face-to-face conversations are usually the most effective way to discuss concerns or clarify expectations. In person meetings **MUST** include the Discipline Director and/or the President. If there is a conflict of interest, another member of the executive will step in and attend instead to ensure the conversation is fair and unbiased.

The 24-hour rule is a cooling-off period meant to prevent immediate emotional responses after a game or incident. It does not prevent ongoing issues from being addressed once the initial concern has been raised.

- If a parent or participant raises an issue after the 24-hour period, and it's determined to be ongoing or recurring, the 24-hour rule does not apply again in the sense of delaying action indefinitely. The concern can be addressed promptly and through the proper channels.
- Essentially, the 24-hour rule is about waiting before responding the first time, not about limiting the timing of follow-up actions for persistent issues.

Step 3: Parent to Board (Formal Written Complaint)

If the concern is not resolved at the team level, or if it is a serious matter, parents may bring the concern to the Executive of the Board.

This must be done through a formal written complaint to bashawminorhockey@gmail.com

What the Complaint Must Include

A complete complaint should contain:

- Name(s) of individuals involved
- Date(s) of the incident(s)
- Summary of what occurred
- Any additional information or supporting evidence (emails, screenshots, witness statements, etc.)

Step 4: Board Review

Once the Board receives a completed complaint:

- It will be reviewed by the Executive Committee.
- They may request more information.
- A written response will be provided. The board does not need to wait 24hrs to take action.
- Further steps may include meetings, mediation, or disciplinary processes as outlined in Association policy for Discipline.

Communication Pathway – Additional Expectation

To ensure fairness and transparency, private or informal conversations with individual board members regarding team or player concerns will not be entertained.

All concerns intended for the Board must follow the official communication process:

- submitted first by formal written email to bashawminorhockey@gmail.com
- addressed to the Minor Hockey Board/Executive,
- with clear details outlined in writing before discussion occurs.

If a matter requires an in-person meeting, it will then be scheduled and must include a minimum of two board members present.

This policy protects players, families, coaches, and volunteers by ensuring decisions and discussions remain consistent, documented, and unbiased.

Parents must not bypass this communication pathway. Directly contacting Hockey Alberta or CAHL executive is not permitted.

CAHL has a process that is to be strictly followed. If there is a league concern, the manager should contact their Governor.

In many cases, issues can be resolved quickly and collaboratively at the team or association level. If further steps are needed, the Executive can then involve Hockey Alberta.

Failure to follow the communication pathway may lead to disciplinary action.

In regards to on-ice official. It is absolutely forbidden to confront an on-ice official during or after a game in regards the game(s) that they have called. This abuse will result in disciplinary actions. Feel free to compliment should you see fit. Please keep in mind, most of our officials are someones' children. BMHA is extremely lacking in on-ice officials and abuse from parents, managers, grandparents etc is a huge part of the reason.

4. Respect and Conduct Expectations

Parents are expected to abide by the parents code of conduct that they adopted at registration:

- I will do my best to be a good-sport at all times. I will not condone, permit, defend or engage in actions on or off the ice, which are not consistent with good sportsmanship.
 - I will ensure my child attends as many practices and games as reasonably possible.
- I will ensure my child arrives to games and practices in a timely manner, according to what is expected by the coaches and will notify the coach in advance, if my child will be absent.
 - I will conduct myself in a respectable manner at all times and represent Bashaw Minor Hockey

Association with dignity and class.

- I will respect the facilities, either home or away, in which my child is privileged to play.
- I will reinforce the “Team” concept and respect the feelings and abilities of my child and their teammates.
- I will accept defeat graciously and remember winning isn’t everything.
- I will refrain from demonstrations of frustration or anger after a game loss.
- I will show respect for the decisions, judgment and authority of the officials and timekeepers.
- I will refrain from yelling at or threatening referees, opposing players or coaches before, during, or after games or practices.
- I will avoid confusing my child by coaching from the stands.
- I will refrain from expressing my opinion of the coaches or players in front of my own child.
- I will ensure my child’s equipment is complete, safe and in good condition.
- I will support my child with positive encouragement.

Breach of conduct expectations may lead to disciplinary action.