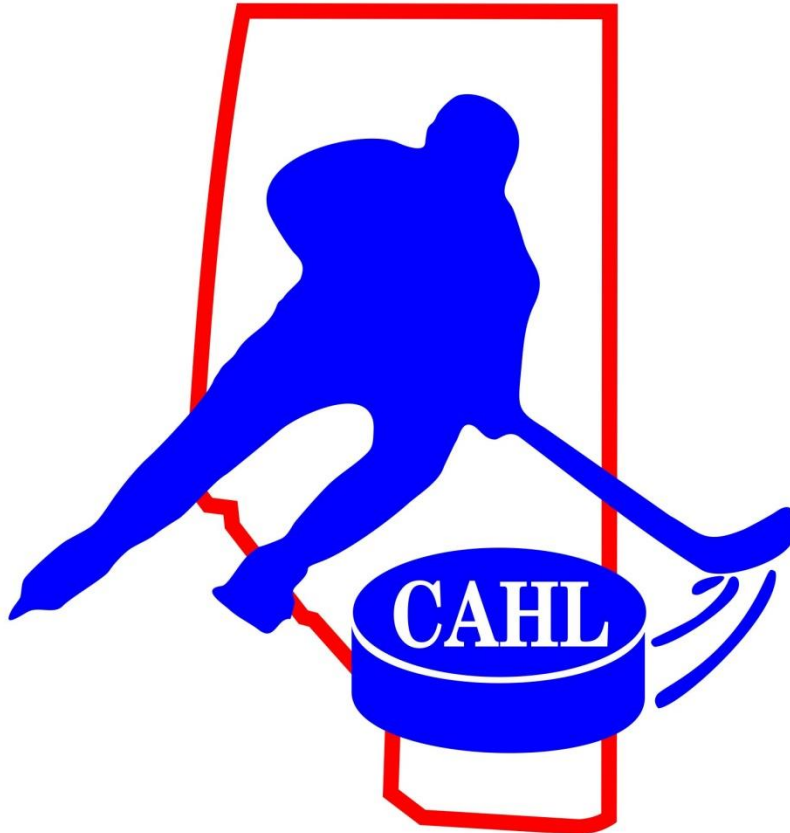


Central Alberta Hockey League



Team Managers Manual

August 15, 2018 Version 4

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1.0 INTRODUCTION and LEAGUE COMMUNICATION PROTOCOLS

The Central Alberta Hockey League (also referred to as the CAHL in this document) organizes League games for member Local Minor Hockey Associations (LMHA) within league boundaries. Those LMHA's assign team Volunteers to take over the management portions of team activities so that the league game interactions go smoothly for the Coaches and the teams. This manual is intended to assist the Manager and Coach with additional details around the managing of the League activities.

As a Team Manager, your job is to organize the activities of the team and work as a liaison between the players, parents, coaches, your Governor and your Director.

In the event of a concern, question or complaint from people who are not your Director, Team Coach or Team Manager, the governor shall inform the Director and Manager to follow up with these people and remind them of the proper flow of league communication.

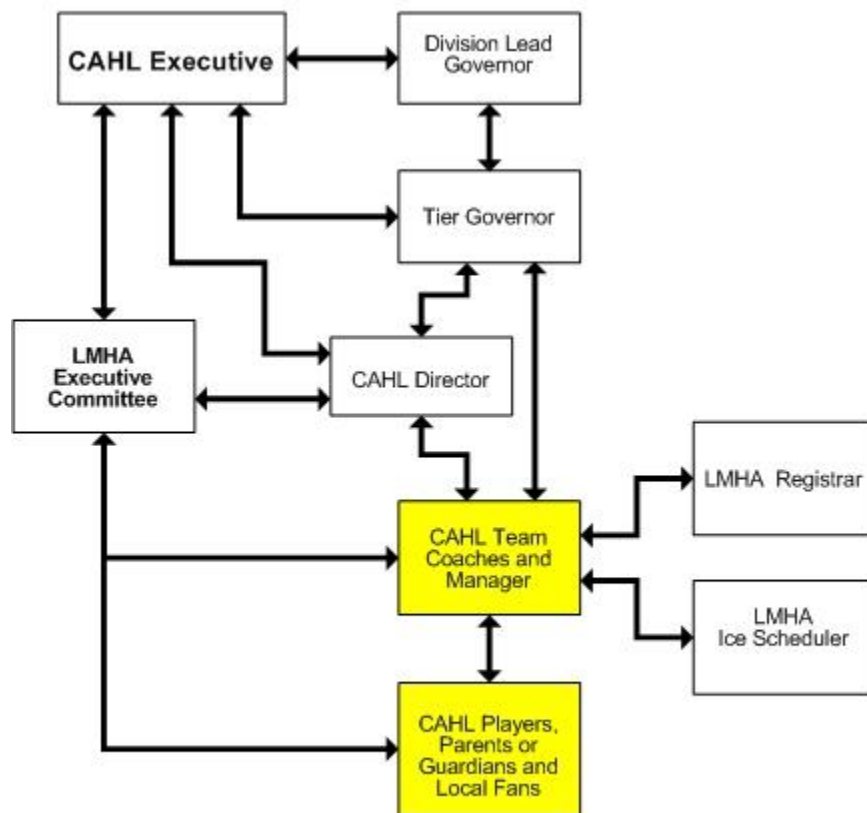
Hockey is an intense and emotional game for the participants and the Fans. It is expected that all game related communications follow the correct communication processes so the correct people can address the request. In all cases of concerns, questions or complaints the following communication path must be used:

The Team Parents / Players / Fans to the Team Coach / Manager.

From the Team Coach / Manager in writing to the Members CAHL Director and the CAHL Governor.

From the CAHL Governor to the appropriate CAHL Volunteers

No deviation of this process will be allowed. In the event the process is not followed then all CAHL Volunteers have been advised to disregard the request. All concerns or complaints must be provided in writing, signed on the approved complaint form for it to be addressed by the CAHL.



NOTE: LMHA is the Local Minor Hockey Association

Reminder: Please use the 24-hour "cool down" period before submitting and/or responding to a complaint. The Governor will not accept a complaint unless it is in writing processed through your designated association representative (CAHL Director or LMHA President) as per the CAHL Policies and Regulations.

Team Managers should never contact any CAHL Representative except for their assigned Governor or their Division Lead Governor unless directly requested to do so.

Doing so may result in potential sanctions or fines against your Association, your CAHL Director or you and your Team. Please always adhere to the following:

- Do not contact in any way any CAHL Executive or the CAHL Support Team for any reason. All communication to the League other than your Governor must be through your Director.
- Always contact your CAHL Director or Governor with any questions, concerns, rule clarifications and Complaints.
- Never contact a CAHL representative and ask for a game to be cancelled. Follow all CAHL Policies and Regulations for Game postponements and changes.
- Never contact a CAHL Representative for a weather related cancellation of a game. The CAHL covers a significantly large geographic area. The CAHL and its Representatives will not cancel the game. Only the Travelling Team can make a decision that it is safe to travel or not. In short the CAHL will not tell you that you have to go, but we will not tell you the game is cancelled. You have to decide if it is safe to travel or not, please review Game Regulation section 9 (L) part 4 for further details.
- Never call around to different CAHL representatives to try and get an answer you wanted or like better. This should all be going through your CAHL Director.
- Always review the CAHL Policies or Game regulations prior to writing a complaint making note of applicable section numbers and rules.

Team Managers should become familiar with the actual playing rules and regulations. This knowledge will prove very beneficial in the performance of their role and helpful in managing paperwork and incidents that happen during games.

All incidents that happen during the activities of a team should be reported to your Local Director. Any complaints must follow the CAHL Complaint Process.

2.0 EXPECTED CONDUCT OF PARTICIPANTS

All members and participants, involved in any and all CAHL activities and events, shall conduct themselves in accordance with standards of behaviour set out and as mandated by the CAHL, Hockey Alberta and Hockey Canada. As Team Manager or Coach you are responsible for the behaviour of your fans/parents/team guests.

Several Programs are recognised and mandatory for participation in Hockey Canada, Hockey Alberta sanctioned activities to educate and encourage better behaviour from Fans, Players and Team Staff.

All of these consider the importance of the Parent, Coach or others leader's role on behaviors in a sporting activity and to educate participants to avoid negative behaviors in the stands, on the ice, at practices or in the dressing rooms.

The CAHL has a formal Code of Conduct Policy (please see the CAHL Policy and Game Regulations for details) as mandated by Hockey Alberta Policy. It is **REQUIRED** as a condition of membership that each League, Minor Hockey Association and each team participating in minor hockey implement a similar policy to a minimum of what is listed on the Hockey Alberta Website.

3.0 CAHL COMPLAINTS PROCESS

All members and participants, involved in any and all CAHL activities, must follow the complaints process as mandated by the CAHL Policies if they feel the issues must be escalated. All complaints must be in writing, signed by a LMHA Representative (either your CAHL Director or the LMHA President/Vice President).

Please see the CAHL Complaint Policy for additional details.

4.0 LEAGUE RESPONSIBILITIES WITH SUSPENSIONS

The Coach and Manager of ALL CAHL Teams have a few additional responsibilities to ensure timely reporting and completion of all CAHL and Hockey Alberta Game Suspensions.

All suspensions may be served in any CAHL scheduled games or sanctioned Hockey Alberta Games (in Provincials or sanctioned Tournaments) but not in exhibition games.

Any Suspensions received in Tournament or Hockey Alberta Games must be reported to your CAHL Governor within 24 hours of being notified they have a suspension to serve. Paperwork showing the suspension has been served from Hockey Alberta's Zone discipline coordinators must also be forwarded to the Governor to show it has been partially or completely served and the player is eligible to return to play in CAHL games.

Please see the CAHL Game Regulation for detailed requirements around reporting of suspensions and potential suspensions.

Actions for Suspended Players or Coaches

1. Should one of your players or coaches receive a penalty that results in a 5 minute Major penalty and/or a game ejection and you are unable to contact or have not heard back from a CAHL Governor or Lead Governor responsible for the Tier/Division to receive a ruling on the infraction, DON'T LET THE PLAYER OR COACH PLAY OR BE INVOLVED IN ANY FURTHER GAMES UNTIL IT HAS BEEN RULED UPON!

It is the Coaches responsibility to ensure ineligible players are not playing. Playing an ineligible player could lead to forfeiting games and indefinite suspensions for Coaches, and possibly Managers and Players.

2. Should one of your players or coaches receive a penalty resulting in a suspension, that player or coach shall not be permitted to be involved in any game activity until the suspension, as handed down, has been served in its entirety...*Ensure "SUSP" is noted on the Game Sheet, this provides documentation that the suspension was served.*
3. Any suspended Player or Coach is not permitted to go into the dressing room, go within 50 feet of the player's bench or communicate in any way with the Team bench while serving a suspension during any game as per Hockey Canada requirements.

5.0 THE TEAM MANAGERS BINDER

As the Team Manager you will, need to create a binder with the following information in it and carry it with the Team at all times. It should contain but not limited to the following:

- Your Teams Approved Hockey Alberta Official Roster that will include all Players, Affiliate Players and Team Volunteers allowed to be on the bench during games and on the ice for practices. It will be provided to you by your local association Registrar at the beginning of the season. Even if more are listed on the team's official roster only 5 team volunteers are allowed on the bench at any one time.
- The Game Sheet may only be signed by a person on the Hockey Canada Official Roster of the Team, usually the Team Manager or Head Coach.
- Original Player Medical Information forms
- Hockey Canada Safety program forms for Injury logs and reports
- Maintain Telephone contact information for all team volunteers, parents, for at least 2 members of each team in your assigned League Tier(s), the Tier Governor contact information, the Lead Governor of your Division and your Minor Hockey Association Executive contact numbers
- The Central Alberta Hockey League Policies and Game Regulation books

6.0 TEAM PARTICIPATION IN HOCKEY ALBERTA PROVINCIALS

All teams within the CAHL are expected whenever possible to minimize the impact of the Hockey Alberta Provincials Program. While Hockey Alberta events take priority over the League games, efforts should be made to make the Provincials schedules not totally disrupt the CAHL game schedule. The CAHL Game Change form must be filled out to get approval to change the League Game Schedule.

7.0 CAHL PLAYERS EQUIPMENT REQUIREMENTS

All players are required to wear a complete set of hockey equipment as identified by Hockey Alberta and Hockey Canada. All equipment must meet or exceed current Hockey Canada approvals. It is expected that Team Managers and Coaches advise players or their parents of improper fitting or illegal equipment. Players are not allowed to play if they are not wearing all of their equipment. This includes when they are on the bench but not playing due to injury or other reasons. To be on the Team Players Bench all players must be wearing full protective equipment.

Some Associations and Leagues require other mandatory equipment. For example - The CAHL does not make mouth guards mandatory for its games so enforcing that rule on visitors is not acceptable.

8.0 CAHL AFFILIATION REQUIREMENTS

In order to use an Affiliate Player in a CAHL game you must ensure that you have the proper affiliation documentation completed within your LMHA. As well, be sure that you maintain a log of the critical dates the affiliate was played and the total number of games documented.

Always make sure that the player you wish to use for affiliation is on your approved roster. Playing a player that is ineligible will result in the Coach being suspended indefinitely.

Additional rules may apply for players outside of your current division or the total number of affiliates you are allowed to use at one time.

Please review the CAHL Policies and Regulations around affiliation. Never use affiliation to strengthen your team. Doing that may result in actions being taken within the CAHL's Unfair Competition policy against your team.

Players from Outside of the CAHL must be approved in advance by the CAHL President. Please see the policy and form for these approvals.

Always get approval before playing a player from the Vice President of your division as per the CAHL Policies and Regulations. All player from outside of the CAHL must be approved in advance by the CAHL President.

9.0 GAME RESCHEDULING, POSTPONEMENTS CANCELLATIONS AND TBA'S

It is important that the Team Manager understand the requirements to be available and follow the CAHL game schedule.

Your team must be available to accommodate for any game changes during the tiering round and for the first two weekends and the last weekend of the regular season. Your team is welcome to go to tournaments on the tiering break weekend in November and weekend(s) you have submitted to the League Scheduler that have been approved.

We understand that there are times when rescheduling a game is required. All that is required is that you follow the game postponement or change procedures and policy. You are allowed two game changes per regular season.

The Manager shall contact Governor or the opposing Team Manager with their request. The appropriate Game Change Request form shall be completely filled out and submitted to the Governor. These forms can be printed off the CAHL Website. The Governor will either approve or not approve the change and notify the Team Managers within 24 hours.

Please see the CAHL Policies and Regulations requirements for game changes for further details.

10.0 WEATHER RELATED GAME RESCHEDULING

Weather Related Game Issues - You do not have the authority to cancel a game. Please follow the policy below:

- Officially the CAHL does not tell a team they have to travel and we do not cancel or postpone games either because of Weather. We are not in the vehicles that have to travel to the other locations; the travelling teams need to decide not us.
- So Governors will not approve any cancellation of any games due to weather; as well not advise any team they have to travel. The travelling team must decide if it is safe to travel or not.
- Officially; The CAHL Weather Policy is: Game Regulations section 9 L part 4:

In the instance that a significant poor or bad weather event has happened or imminently will happen in the area a visiting team must travel to or through to get to a scheduled CAHL game, Section 9 L, part 4 / 4a above and the remaining portions of this policy will not come into affect if:

1. there is agreement in writing (email is acceptable) that both CAHL members (both Team Managers/Coaches and both CAHL Directors or their designate) feel that it is not safe to travel and
2. a detailed written agreement (email is acceptable) is forwarded to the responsible Tier Governor, Division Lead Governor and Division Vice President that identifies the agreement and the efforts to reschedule the game happen as soon as practical and
3. both parties split the costs evenly of the Ice and Referees for the game affected by the weather. The Home team Member will invoice the guest member for 50% of the game costs associated with the weather interruption.
4. The Visiting team member will have 30 days to pay the invoice or the remaining portions of the rule below may apply.

11.0 TEAM VOLUNTEER LEAGUE ROLES AND RESPONSIBILITY

The roles and responsibilities of all team volunteers and all participants will follow the Policies, Rules and Regulations of Hockey Canada, Hockey Alberta, the CAHL and your Home Association.

In general, Team Managers should assume responsibility for most of the organizational and administrative tasks, thus allowing the Coach to concentrate on instruction and player development and Game Management. In addition to these Team Managers are expected to:

- be the primary contact of the Team with the CAHL Governors and Hockey Alberta Representatives.
- respond to directives of Hockey Alberta, Hockey Canada and the CAHL. Then assist with the operation of the team within established Policies & Procedures;
- assist the Head Coach in monitoring off-ice conduct by team members and team followers to ensure that the team's role as a community ambassador is maintained;
- establish, maintain, and enhance communication with League Governors, other Associations' teams and the local CAHL Director.

While the following is not a comprehensive list of all duties for Managers, it may serve as a guide for tasks:

- Distributes established team schedules and supply those schedules to all team players, parents and coaches; a Team Distribution List will greatly facilitate his/her duties;
- assist coaching staff in arranging exhibition games while minimizing effects to the League Schedule for the Team;
- Maintain copies of game sheets and reports; submit them as required by League and Hockey Alberta policy.
- Notify your CAHL Director and the applicable CAHL Governor within 24 hours of any incident or suspension that your team, players or coaches are involved in during game activities.
- Confirm and report all suspensions issued to players on their teams to the Local CAHL Director, Head Coach and the affected team members as applicable, as soon as possible after the event taking place. Please see the CAHL Game Regulation for detailed requirements around reporting of suspensions and potential suspensions.
- Confirm all scheduled games with opposing Team Managers; prior to game day
- Train and ensure off-ice officials are available for all home games;

12.0 THE MANAGERS ROLE FOR HOME GAMES

As the Team Manager you will need to complete the following prior to home games.

- If needed confirm the ice game slot and also confirm that your on ice officials for your home games have been arranged or arrange them.
- Contact the opposing team manager and confirm game start times and if they require directions to our facility.
- Communicate to all players and parents of the game time and location to ensure they are always on time for the pregame routine.
- Select and assign 2 penalty box door volunteers, a score keeper and a time keeper for each game. Support the time keepers and score keepers if they have any questions or issues with the score sheet. No one that is listed on the team roster should ever be working as an off-ice official in any capacity or be in the Off – Ice Officials area.
- Ensure team uniforms are available for the players on game day. Home will always wear predominantly white uniforms unless there is an issue then the home team will switch to darker uniforms.
- Prepare a game sheet for the game. The visitors usually complete the game book first and then the home team can finish it off. All three copies must be completed legibly or with pre-printed labels. Make sure the game sheet is signed by both Head Coaches or Acting Head Coaches prior to giving the book to the official scorekeeper. Using stickers is best; the template file is available on the CAHL Website, as you must make 3 copies of the game sheet. Ensure all injured, absent and suspended players or coaches are identified on the sheet and that you do not have more than 5 volunteers (coaches, assistant coaches, managers and/or trainer) on the bench at any time.
- Never allow anyone to play or be on the bench if you have not been given final word on their status or if they do not appear on your Official Hockey Canada Roster. If a suspension may be pending or if you can't confirm they have served the suspension. **When in doubt sit them out**
- Ensure there are enough warm-up pucks available, one per roster player for both teams.
- Ensure the game pucks are available.
- Confirm the visitors are in the correct dressing room and assist them if required.
- Confirm the number of ice floods, when they will be done from the arena staff and communicate that to the visiting manager.
- Ensure on ice officials are at the rink about 20 minutes before game time. If not start checking to confirm they are coming
- Upon completion of the game ensure the off-ice and on-ice officials sign the sheet in the required location and have completed any other paperwork required for game activities and provide all copies back to you.
- Distribute the copies of all game paperwork to the visiting team and then fax / email it to the governor within 24 hours and mail the originals to the governor as requested or send them with the CAHL Director to the League Meetings
- Get a legible copy of the game sheet to the Data entry person and confirm the data entry has been completed.

13.0 THE MANAGERS ROLE FOR AWAY GAMES

As the Team Manager you will need to complete the following prior to away games.

- Contact the opposing team manager and confirm game start times and the facility location.
- Communicate to all players and parents of the game time and location to ensure they are always on time for the pre-game routine.
- Ensure team uniforms are available for the players on game day. Away teams will always wear predominantly dark uniforms.
- Prepare stickers for the game sheet for the game. The visitors usually complete the book first and then the home team can finish it off. Ensure all injured, absent and suspended players or coaches are identified on the sheet and that you do not have more than 5 volunteers (coaches, assistant coaches, managers and/or trainer) on the bench at any time. Make sure the game sheet is signed by the coach or you prior to returning it to the home team manager.
- Never allow anyone to play or be on the bench if you have not been given final word on their status if a suspension may be pending or if you can't confirm they appear on your roster.
- Confirm the dressing room you will be in and obtain a key from the arena staff for your room if required.
- Confirm the number of ice floods, when they will be done with the home team manager and if the schedule of the day at the facility is on time or not.
- Confirm if the Team you are playing has declared they are a drop clock community and if they flood the ice during Novice or Atom games.
- Upon completion of the game ensure you obtain your copies of the game sheet and any other paperwork required.
- Ensure all the team equipment is collected and packaged for the returned trip home; inspect the dressing room when all players have left for cleanliness, noting any instances of damage or abuse.
- Once the Home Team data entry person has uploaded the game data, confirm it is accurate with your copy of the game sheet.

14.0 USE OF ELECTRONIC DEVICES REGARDING CAHL ACTIVITIES

All teams within the CAHL are expected to ensure that electronic devices are not used to record audio or video in any dressing room or access adjacent to it. They are also to ensure that any portion of a CAHL Game is not audio or video recorded without the written consent of the opposing team with notification of the CAHL.

Parents may record for family memories purposes on ice activities but it should be clear that if it is used and published in any other venue that it could result in other actions being taken if anyone has heard or shown in the content of the audio or video production as per our Provincial Privacy Legislation.

Permission should definitely be gained in writing at any time an entire period or game will be recorded prior to the event.

15.0 CAHL GAME SHEET REQUIREMENTS

Managers, please insure that the Timekeeper and Scorekeeper are fully aware of their responsibilities. Pursuant to Hockey Alberta and Hockey Canada Regulations anyone in the Timekeepers box understands that they are considered Off Ice Officials. They are to remain unbiased while performing their duties. They should not converse with players in the penalty box except to get information (jersey # for example). They should never make contact with opposing team players on the ice or coaches on the benches.

Please see the CAHL Off-Ice Officials Manual for additional instructions and specific requirements for game sheet details.

Every effort must be made to ensure the accuracy, legibility and content of game sheets when completed is accurate and complete. Failure to do so will result in fines from the CAHL as per the policies and regulations.

The following table lists items that the Tier or Lead Governor will take action on when it is noticed or is an issue. The following form will be used to issue the fine to your team directly unless it is listed as to be reviewed to other volunteers. When fully completed, a copy of the form will also be sent to the Team Manager of the team in question, that teams CAHL Director, the CAHL Treasurer.

Fine Table

In an effort to make the actions clear around the recommendation of fines you will only get one warning. After that then the following will be reviewed and considered for fines. This can be avoided just by completing the game sheet and its data entry properly and in a timely manner as identified in the CAHL Policies and Regulations.

Event or Issue
Any Game data entry not completed by Monday at Midnight following a weekend. This allows all of Monday to get it completed.
Any Team refusing to play a tiering round game, cross-over game, regular season or Playoff game
Home Teams not notifying the visiting team that a Ref or Linesman are a relative of a player
Failure to follow affiliation rules
Game issues in section 5 part a, b, c or j of the Regulations
Teams failing to complete their playoff game responsibilities
Teams failing to provide a legible, properly filled out and signed game sheet
Teams failing to provide start, drop clock or end times of games on the game sheet
Any noticeable time sheet alterations or complaints there of
When any home team or visiting team does not show up to play a scheduled game, with or without a complaint form

In addition to the above table any items forwarded to the Governors group by other CAHL Volunteers will be monitored and communicated as needed.



CENTRAL ALBERTA HOCKEY LEAGUE

Governor Fine Issuance Form

Please complete this form and send it to the Team Manager and CAHL Director of the team, cc the CAHL Treasurer at cahltreasurer@gmail.com with copies to the appropriate Lead Governors and Governor in Chief. Refer all other fine related issues as mentioned below to the GIC, responsible VP's and/or President.

Date: **Name of League Volunteer:**

Fine Issued to:

Role of League Volunteer: [Click here to enter text.](#)

Name of Association:

Team Name: [Click here to enter text.](#)

Home Team:

Visiting Team:

Game number:

League Tier and Division:

Reason(s):

- Regulation 3-b) - Failure to be available for play or refuse or refuse to play during the tiering round, fined \$100 - forward to the GIC and President for review
- Regulation 3-f) - Failure to be available for play the first two (2) weekends of the regular season schedule and for the last weekend of the regular season schedule -forward to the GIC and President for review – fine to maximum of \$600.00
- Regulation 4 d) –Failure to advise opposing team that an on – Ice Officials is a relative of a player and signed off on the Game Sheet to that fact. Fined a maximum of \$100.00 - forward to the GIC and President for review
- Regulation 5 – Failure to follow a, b, c or j – Drop Clock and Game Management issues. Fined a maximum of \$100.00 - forward to the GIC and President for review
- Regulation 7 a) – Failure to enter completed weekend games results into the website by Monday at Midnight - \$50.00 fine for each game violation
- Regulation 7 b) – Failure to have Game Sheets verified with head Coach or Managers' signature, are not legible, or are not signed by the on-ice and off-ice officials - \$50.00
- Regulation 7 c) – Failure to send a legible copy of the game sheet and/or an Officials Game Report electronically to their Governor within 24 hours of game completion - \$50.00 and forward to the GIC and President for review
- Regulation 7 c) – Unable to verify a Game Sheet due to lack of information - \$50.00 fine
- Regulation 7 e) – Failure to have legible On-Ice Officials names on a Game Report - \$50.00 fine
- Regulation 7 f) – Failure to have legible Game Warm up, Start, End Time of day or drop clock time on the Game Sheet - \$25.00 fine per item missed.
- Regulation 12 – Failure to report any incident of Suspension or potential Suspension to the Governor within 12 hours - \$100.00 fine per item missed.
- Regulation 12 – Coach or Player participated in a game before being advised they have served their suspension by the governor. - forward to the GIC and President for review

Further Comment(s):

Total Fine Amount to be Paid - \$ [Click here to enter text.](#)

Make all fines payable to and mail to: Central Alberta Hockey League, Box 143 Bassano, Alberta T0J 0B0

16.0 HELPFUL RESOURCES FOR THE TEAM MANAGER

Additional helpful resources, documents and sources of information

- The Central Alberta Hockey League (CAHL) Policies and Game Regulations
- The Central Alberta Hockey League (CAHL) Website
- The CAHL Governor and/or your local CAHL Director
- The Hockey Canada Team Managers Manual on Hockey Canada's website
- The Hockey Canada Safety Program Manual
- The Hockey Alberta Bylaws and Regulations - Minor and/or Provincials section
- The CAHL Off-Ice Officials Manual

Document History

Original approval	This document was originally created and presented to the membership by – Doug Durbano / James Parks / Jason Vincent / Terry Siverson
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Review history	The following identifies the Membership review of this document	
Date	Reviewed by	Comments
April 8, 2015	D. Durbano / J. Parks / J. Vincent / T. Siverson	Initial implementation after Executive and Governor Review
April 14, 2015	CAHL Executive and Directors	Final Review and Approval for use in the 2015 - 2016 Season
June 1, 2016	J. Churla / T. Siverson	Review and updated to new code of conduct and complaints Policies and Regulations. New Fines and requirements Roster Staff signing off game sheets
Sept 30, 2017	T. Siverson	Review completed
August 15, 2018	T. Siverson	Updated the Affiliation and Weather Policy sections