



# **TEAM MANAGER HANDBOOK**

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## INTRODUCTION

Thank you for volunteering to play a very pivotal role in the organization and success of your team's hockey season. We are proud to have you as a representative of the CMHA and more specifically of your team and its division. The time you invest and relationships you build will pay off not only for you in the current season but in the seasons to follow.

The manager's position can be time-consuming and is best suited to someone with excellent organizational skills and someone that is comfortable delegating tasks.

The team manager is a parent from the team who is responsible for the operational aspects of the team. Team managers have responsibilities to both Cochrane Minor Hockey and whatever stream they're managing in: Central Alberta Hockey League (CAHL) Rockies Hockey League (RHL) Rockies Mountain Female League (RMFHL).

The CMHA Board of Directors are here to help you, all emails addresses can be found here: <http://www.cochraneminorhockey.com/executive>

Shelly Javorsky, Operations Coordinator: [cmhaice@cochraneminorhockey.com](mailto:cmhaice@cochraneminorhockey.com)  
Angela Sellwood, Registrar/Operations Assistant: [registrar@cochraneminorhockey.com](mailto:registrar@cochraneminorhockey.com)

## SEASON START UP

Below is a list of Season Start Up tasks that need to be completed to ensure a successful season for your team. The Manager Documents on the website and the Team Start Up Checklist will be good resources:

Team Start Up Checklist: <http://www.cochraneminorhockey.com/content/team-start-up-check-list>

Managers Resources/Forms on the CMHA Website: <http://www.cochraneminorhockey.com/content/forms>

- **Team Officials - Head Coach, Assistant Coaches, Manager**

Once you are selected for manager, you will receive an email from your director putting you in contact with your head coach (HC). Your head coach will confirm who the assistant coaches are for your team. Please update the google roster sheet team staff information. Please notify Operations Coordinator when you have added additional team staff. In addition to using this google share sheet for team staff this is where you will add in jersey numbers and Team name.

- **RAMP Staff Registration**

All coaches and managers need to complete a RAMP Staff Registration. Once each team official has completed the RAMP Staff Registration they will be assigned to the appropriate team they are volunteering for and they will appear on the CMHA website. Prior to completing the Team Officials Report ensure that all your staff have followed the directions below. This will save time.

To verify if your team officials have completed this step, or if they are not showing up when they should, email Shelly [cmhaice@cochraneminorhockey.com](mailto:cmhaice@cochraneminorhockey.com). DO NOT MANUALLY ENTER TEAM STAFF TO YOUR CMHA RAMP WEB ADMIN.

Below are the instructions to set up a RAMP Staff Registration:

STEP 1: Link: <https://www.rampregistrations.com/login?v3=1233e49c>

STEP 2: Login to your account

STEP 3: Select Coach/Staff Registration

STEP 4: Choose your name from the list of family members (not your child's name), if your name does not appear then choose to add a family member

STEP 5: Choose the role and division you are volunteering for

STEP 6: Sign Coach Pledge

STEP 7: Complete the Citizenship/Birth Country/Ethnicity and if you identify as an Indigenous Group (these are all Hockey Canada required fields)

STEP 8: Complete Waivers and then select continue

STEP 9: Review information and then select Submit Registration

- **Clarify Duties/Expectations/Philosophy**

Have a coach/manager meeting to clarify duties/expectations/philosophy of how the team will run. Establish and understand the chain of communication: Parent – Manager – Coach – Director - **24-hour rule** and review consequences of zero tolerance rule - incidents will be forwarded to CMHA.

- **Confirm Team Officials Qualifications**

Review your team's officials (coaches) with registrar Angela Sellwood and make sure all qualifications are completed. All Team Officials will also need a Criminal Record Check completed, this needs to be done in person at the local RCMP detachment. You can contact Angela to verify what your team requires for qualifications. All qualifications must be completed by **November 1**.

Link to the Hockey Alberta Coach Qualifications: [Coaching Requirements | Hockey Alberta](#)

Criminal Record Check Information:

<https://www.cochraneminorhockey.com/content/criminal-record-checks-instruction>

All coaching clinics will be reimbursed by CMHA. Please follow this link for instructions <https://www.cochraneminorhockey.com/content/coach-reimbursements>

- **Send Welcome Email**

Introduce self, set parent meeting date, list volunteer positions to be filled.

- **Set Up Team RAMP**

Shelly will send you and the head coach access to RAMP. You will need to login, select the subscription tab (on the left) and pay the \$25 fee to activate the team. Once you have activated your account, all players will be notified via email that they have been added to the team and need to download the app. The \$25 fee should be reimbursed through team funds. If you are not prompted to pay for this it may be that you have already done so the previous season and it is good for 12 months. If at any time your Team RAMP stops working it may be because it has expired.

- **Equipment Pickup**

Book a time slot with the equipment director (a spreadsheet will be emailed out for availability) to collect; jerseys, socks, first aid kit, pucks, game book (U11 and higher).

- Sock sizes were asked for during registration so you no longer need to collect sock size from all players (Small 21", Medium 25", Large 30") to pick up when you meet with the director (U9 and up) a list with names and sizes will be sent to ensure we are not missing any sizes.
- Game books will be available for pick up at the hockey office for teams that are not completing electronic game sheets for their respective leagues. An email will be sent out notifying team managers when these will be available.

- **Parent Meeting - Housekeeping items**

- Schedule in RAMP a parent meeting as soon as possible following or prior to practice - meet in the stands, lobby, somewhere quiet.
- Housekeeping items to discuss
  - **Introductions** - Coach will have a chat outlining his plans for the team etc. and introduce the coaching staff
  - **Tournament expectations** - how many away (sleep over) and home (drivable)
  - **Cash call** - cash call covers: social events/ team builders, team swag, tournament fees, extra ice for practices / exhibition games, pay for additional bench staff carding, coaches thank you gift etc. The amount can be decided with the volunteer team treasure who will need to put together a budget.

Some families may require more time to meet a cash call. Being flexible and offering a payment plan for those circumstances is a great process to follow.

- **Fundraising** - is a huge commitment so ensure those expectations are clear and shared by all on your team
- **Team swag** - hoodies or other (coaches will work with team to come up with name and logo if applicable) See Manager Documents for Team Apparel Catalog and process.
- **Volunteer role assignments** - to make sure that you are not taking on too much responsibility, rely on your team to help fill the following roles:
  - Treasure - will set up the ATB Bank account and will be responsible for collecting cash calls and paying for tournaments, events, swag, etc.
  - Jersey Parent (U11 and up)
  - Safety Person - they require the safety course and have to be carded to the team so it should be an Assistant Coach or Head Coach. 1 Team official must have Safety. Link to register and complete coach courses HCR 3.0 - Hockey Canada Registry
  - Team Apparel
  - Social Coordinator
  - Tournament Coordinator - you want to fill this position very quickly as tournaments fill up very fast.
  - Clock and Game sheet (x2)
  - Data Entry (U11 and up) - responsible for confirming SLS Centre schedule matches with CMHA website schedule, as well as confirmation of refs.
- **Medical Forms** - hand out or advise where to find the medical form and ensure those are returned back to you. These should be kept with you or someone at the rink for every event should there be an incident. Players and coaches need to fill out medical forms.
  - [Player Medical Form](#)
  - [Coach Medical Form](#)
- **Establish Method of Communication**
  - It is encouraged that RAMP is where all schedules will be posted (the RAMP schedules tie into the ref assigning). CMHA requests that you sign up for the Team RAMP account to ensure notifications of any changes are communicated to your team members.
  - **DO NOT** add any of your team players or coaches' information to RAMP. CMHA RAMP registration will assign players and coaches to your RAMP website.
  - If using a different app/form of communication (like TeamSnap) you are responsible for ensuring the schedule matches the CMHA RAMP website schedule.
  - When changes are made to games or practices RAMP will reflect the changes and notification from RAMP will be sent out to team members.

- **Assigning Jersey Numbers**

- Once you have your jerseys from the equipment director, work with the coaches to come up with a fair way to assign the numbers to players. PLEASE DO NOT ENTER THE JERSEY NUMBERS ON YOUR RAMP WEB ADMIN ROSTER.
- Please update your team roster google sheet.

- **ATB Bank Account Set Up/Team Budget**

- Your team treasurer will need to make an appointment with ATB in Cochrane to set up your team account.
- A letter for your team (from CMHA) allowing your treasure to be the new signer for the account can be found in the google drive below - ***make sure you have the correct letter for your team.*** [BANKING INFORMATION](#)
- Once the account is set up the treasurer can start collecting cash calls.
- CMHA administrators will invoice the team in November for the jersey deposit and additional team staff cards, the amount of extra cards is based on HA insurance fees. The jersey deposit will be returned at the end of the season once jerseys are collected back).
- There is a sample budget included on the manager document tab on the website.

- **Team Photos**

- In October there will be a sign up form in the Managers Resources with the dates and information relating to the photo process. Once booked, create an event in your team RAMP account and relay the information to the team. Ie: location, required equipment to wear etc.

- **Game Book Stickers**

- Print game stickers, this will improve your life a lot when filling out the game sheets every game. A resource is available in the managers document tab: [GAME SHEET STICKERS TEMPLATE](#)
- When buying labels, the template is sized for the Avery 8923 (2x4 inch)

- **Team Swag**

- Depending on what your team decides to order for swag, we have local apparel companies that you can reach out to (you are not limited to using just these companies, however, these ones already have the association logos on file).
- Link to apparel resources: [Team Manager Apparel Catalog](#)

- **Affiliate Players**

- Ensure you have your HCR (Hockey Canada Roster) this can be requested from [registrar@cochraneminorhockey.com](mailto:registrar@cochraneminorhockey.com), this will include your AP (affiliate players) whom you can call up should you find yourself shy players for games.
  - Your team HCR# will be listed under the manager tab on the website. The registrar will send out initial Rosters.
- **Tournaments**
    - Ideally you have someone on this the minute you get your team as tournaments fill up fast and you're required to submit blackout dates to CMHA by October 31st (this is to support the scheduling of league games and avoid conflicts of games being scheduled while you're away at a tournament).
      - Alberta: [Tournaments | Hockey Alberta](#)
      - British Columbia: [Tournaments](#)
      - Saskatchewan: [Tournaments « Hockey Saskatchewan](#)
- **Additional Notes**
    - Coaches talking with players always have another adult in the room.
    - Female teams with male coaches always have a female parent in the room.
    - Make sure any allergies and/or medical issues are identified for player safety in the dressing room and for any team meals.
    - A binder or folder works great to keep all copies of forms and game sheets in. You may also want to include the regulations for the league you are participating in.

## LEAGUE GAMES U7 / U9

HOME team responsibilities:

- Provide Music person, score sheet & score clock person.
- Some teams like to have 1 person for each penalty gate and to assist in catching goalie stats (if applicable). The opposing team may wish to provide their own person for their gate.
- Ensure your ref's have been assigned on the google doc shared out weekly by Shelly.
- Meet opposing team managers or coaching staff to have them complete their roster and staff details.
- Post game: provide the away team manager with her game sheet.
- Provide your data entry volunteer with a copy of the game sheet, this needs to be entered into RAMP as well as a scan of the actual game sheet uploaded in RAMP.
- Write ups: If there are any write ups, you will need to wait outside the refs room to retrieve the copies of the write up. Provide one to the away team and a copy to the governor.

## LEAGUE GAMES RHL U11- U18

HOME team responsibilities:

- Provide Music person, score sheet & score clock person.



- Some teams like to have 1 person for each penalty gate and to assist in catching goalie stats (if applicable). The opposing team may wish to provide their own person for their gate.
- Ensure your ref's have been assigned on the google doc shared out weekly by Shelly.
- Meet opposing team managers or coaching staff to have them complete their roster and staff details.
- Post game, provide the away team manager with her game sheet.
- Provide your data entry volunteer with a copy of the game sheet, this needs to be entered into RAMP as well as a scan of the actual game sheet uploaded in RAMP. (HOME TEAM RESPONSIBLE FOR DATA ENTRY)
- Write ups: If there are any write ups, you will need to wait outside the ref's room to retrieve the copies of the write up. Provide one to the away team and a copy to the governor.

## EXHIBITION GAMES

- You are permitted to book ice at the cost of the team and **notify the Operations Coordinator that you require refs for a game**. There is an exhibition sanction request form located in the forms section of the manager document tab. [Exhibition Game Request \(google.com\)](#)
- Exhibition game sheets are not required to be submitted but once they have been sanctioned you are required by HA to complete the game information upon completion of the game.

## AWAY TOURNAMENTS

- Notify CMHA that you will be away by adding black out dates to google form provided to all managers for specific leagues.
- Complete a travel permit [Travel Permit Request \(google.com\)](#)
- Have someone book hotels AS SOON AS you are accepted and paid for your tournament. Some larger tournaments / centers have set hotels that you are required to stay at. This will be communicated to you by the tournament committee.
  - You may be required to book a time at the pool if your hotel has one.
- Share all the tournament details with your team, expectations etc.
- Consider your meal options and request a meeting room to host a pizza party at your hotel (this can be challenging to commit to as you may not have a tournament schedule for some time).
- When you arrive at the tournament you will need to check in with the coordinator and receive any information and swag bags etc.
- Any writes ups from the tournament should be sent to Hockey Alberta discipline immediately to rule on possible suspensions.
- Please be sure that you are only scheduling your tournaments during which times your league allows this. To confirm dates allowed, find the critical dates listed on your league websites.
- Ideal weekends to look for tournaments in 2023-2024:

- November 15 - 17th - CMH hosts an AA tournament this weekend and we are very limited with ice for exhibition games, CAHL teams are not scheduled this weekend as it is called the tiering break so you would not have to black out if your division is identified as this being the tiering break.
  - December 13th - 15th - Cochrane Ringette hosts a very large tournament and we do not have many home ice slots assigned to the leagues, so it would be a great weekend to black out if you find a tournament.
  - Jan 4 - 5th - CMH U9 tournament - we have some league ice assigned but it would be a good weekend to blackout to go to a tournament.
  - Feb 2 - 3rd - CMH U7 tournament - we have some league ice assigned but it would be a good weekend to blackout to go to a tournament.
- **CAHL TEAMS** - Tournaments should not be booked during tiering rounds, the first two weeks of regular season, last two weeks of regular season or during playoffs. CAHL teams CANNOT enter tournaments during tiering rounds which may vary depending on what division your team is in. Please review and know the CAHL Season Critical dates. [Central Alberta Hockey League powered by GOALLINE.ca \(cahlhockey.net\)](https://www.cahlhockey.net)
  - When selecting tournaments spend time discussing with the tournament coordinator the level of play of your own team as well as those being invited.

## PLAYOFFS & WRAP-UP

- Coach/Team Official feedback will be asked for by CMHA - Positive & Negative
- Make sure you understand your leagues (RHL/CAHL) playoff format and keep rules handy
- Jerseys need to be cleaned and returned along with pucks and first aid kits to the Equipment manager, then deposit will be returned.
- Plan a year end team wrap up party, April ideally is when all hockey is wrapped up and for some divisions it could be earlier.

## CMHA POLICIES

- Familiarize yourself with all policies:

[CMHA BYLAWS, POLICIES AND PROCEDURES](#)

## SOFT SKILL REQUIREMENTS

- You will be exposed to the family's personal information, addresses, financial complications etc. This is privileged information that is not to be shared, period.

- Private player medical information: you are the keeper of this information- it is sensitive and PRIVATE. Share relevant information with coaches, relevant meaning if it will help a coach manage a player's medical, emotional, or psychological health while in their care.

## RESOURCES

SCORE CLOCK INSTRUCTIONS	<a href="https://drive.google.com/file/d/1YDVWj1XdYIY7DRqePeMPVz5M2S_HbyIP/view?usp=sharing">https://drive.google.com/file/d/1YDVWj1XdYIY7DRqePeMPVz5M2S_HbyIP/view?usp=sharing</a>  <a href="https://youtu.be/TjDzraZUW0E">https://youtu.be/TjDzraZUW0E</a>
RAMP SUPPORT	1.866.607.RAMP (7267) Ext #1
APPAREL INFORMATION	<a href="#">Apparel FAQ's</a> <a href="#">Manager Catalog</a> <a href="#">Apparel Link for CMHA members</a>
ROCKIES HOCKEY LEAGUE (RHL)	<a href="https://rockieshockeyleague.com/">https://rockieshockeyleague.com/</a>  <a href="#">RHL Supplemental Rules</a> <a href="#">RHL Game Change Form</a> <a href="#">RHL Game Reporting Process</a>
CAHL (REP) TEAMS	<a href="http://cahlhockey.net/">http://cahlhockey.net/</a>  <a href="#">Data Entry Person Roles and responsibilities</a> <a href="#">CAHL Regulations and Bylaws</a> <a href="#">CAHL Complaint Process</a> <a href="#">CAHL Code of Conduct</a>
HOCKEY ALBERTA	<a href="https://www.hockeyalberta.ca/">https://www.hockeyalberta.ca/</a>  <a href="#">Coach/ Manager Discipline Handbook</a>
SPORDLE	<a href="https://cloud.rampinteractive.com/cochranemha/files/spordle%20instructions.pdf">https://cloud.rampinteractive.com/cochranemha/files/spordle%20instructions.pdf</a>  This is the Hockey Canada Registry database. Here all coaches and players can login to their individual profiles and update addresses etc. Coaches are also able to view all their qualifications on their profile.
RAMP CMHA	<a href="https://www.rampregistrations.com/login?v3=1233e49c">https://www.rampregistrations.com/login?v3=1233e49c</a>

	<p>This account is used to communicate your scheduled games and practice, roster details, updating extra scheduled events etc. Games and practices scheduled by Cochrane Minor hockey and leagues that use RAMP are linked to the CMHA website, if your league is not using RAMP then your games all have to be entered manually to show on your schedule. Any changes / updates are reflected in RAMP only.</p>
RAMP RHL	<p><a href="https://admin.rampcms.com/login">https://admin.rampcms.com/login</a></p> <p>Rosters and schedules all sync through HC Registry and CMH registry systems. You only have to input exhibition games manually to ensure games are synced to ref assignor.</p>
INCIDENT REPORT	<p><a href="#">3rd party Incident Reporting</a></p>
GOALLINE	<p>CAHL uses goal line and is not synced with our RAMP, with the exception of U11 HADP and U16. All CAHL games must be entered manually into your CMHA RAMP to ensure you will have these games synced with the ref assignor.</p>
FAQS	<p><a href="#">CMHA General FAQ - 2023_2024 v2 (rampinteractive.com)</a></p> <p>Please take some time to review these before sending a question in as we may have it posted. It will be updated as well at times if we feel we need to add additional questions.</p> <p><a href="http://www.cochraneminorhockey.com/content/FAQs">http://www.cochraneminorhockey.com/content/FAQs</a></p>
SAFETY FORMS	<p><a href="#">EMERGENCY ACTION PLAN</a></p> <p><a href="#">EMERGENCY ACTION PLAN WALLET CARDS</a></p> <p><a href="#">HOCKEY CANADA CONCUSSION CARD</a></p>
MANAGER FORMS/TOOLS/ QUICK LINKS	<p><a href="http://www.cochraneminorhockey.com/content/managers-documents">http://www.cochraneminorhockey.com/content/managers-documents</a></p> <p>GO TO CMHA WEBSITE, SELECT MANAGERS, MANAGER'S DOCUMENTS</p>