

Fredericton Youth Ringette Association

TEAM MANAGER HANDBOOK
Revised 2024

EAT.
SLEEP.
RINGETTE.
REPEAT.



Fredericton Youth Ringette Association

Team Manager Handbook

Welcome to Fredericton Youth Ringette Association as Team Manager! The FYRA Executive is pleased that you have stepped forward and thank you for volunteering to manage your child's ringette team. On behalf of the FYRA, parents, and all the athletes, we thank you for volunteering to be the manager for your team this season. Your contributions will be invaluable to make the season a success!

This handbook has been created for your use so that you may have all the necessary information needed to coordinate all the tasks of managing a team efficiently and effectively. The managing of the team is a group effort, with you being the coordinator. Enlisting the parents of your team to help with all the things that need to be done for the team, makes the team stronger and parents will get to know other parents, the coaches and yourself better.

FYRA has created this resource based on past methods which have proven successful to manage a team. If you have suggestions, input, or ideas from your experience that you feel could benefit further the management of our teams and development of this handbook, please contact the Director of Managers.

Please feel free to reach out at any time, with any questions that may arise this season.

Thank you,

Shawn Johnson
FYRA Director of Managers

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TEAM MANAGER RESPONSIBILITIES

A Team Manager can have a significant impact on the success of the team's season. While the Head Coach takes responsibility for everything that happens on the ice, the Manager typically takes responsibility for everything off the ice.

Managers provide leadership to the team and manage the people involved. The Team Manager and the Head Coach work together to establish the culture and structure for the team.

Responsibilities are as follows:

- Establish a mode of communicating effectively with your team (RAMP App recommended)
- Ensure team information and schedule is updated regularly in the FYRA RAMP Program.
- Provide a communication link between the team, the association, and Ringette New Brunswick
- Assist in the distribution of jersey's and return completed Jersey Inventory form to Director of Managers
- Have parents and players sign Code of Conduct form.
- Arrange parent volunteers for **all home games** (Timekeeper, scorekeeper, shot clock, 50/50) U12+ ensure shot clocks are up and running.
- Prepare scoresheets for games (Team Labels recommended)
- Report scores to RNB for all Home games at U10+.
- Register your team for tournaments and collect fees from parents.
- Coordinate/communicate hotel information for tournaments.
- Check team into tournament games.
- Arrange for all the fun extra's to keep your players engaged and support team building. Some ideas but not limited to:
 - ✓ Team dressing room sign, Dressing room music.
 - ✓ Dressing room snacks for tournaments or two game days
 - ✓ Team posters
 - ✓ Hotel room signs
 - ✓ Face paint
 - ✓ Team Parties (season kick off, Christmas, year end)

Team Managers do not have to take care of all these responsibilities themselves. but are responsible to ensure each task is taken care of. It takes the work of many

volunteers to see a team function to its highest potential.

Ringette Rules: Although it is optional, it is highly recommended for all team managers to become familiar with the rules of ringette. Ringette rules are available on the Ringette Canada website; <http://www.ringette.ca/>.

Please refer to the FYRA Fredericton Ringette website and the following link for policies and documents that may be helpful in your manager role. All Manger Resources and Manager documents can be found here;

<https://www.fredericton-ringette.ca/mastercalendar>

Open the tab at the top **MANAGERS SECTION**, then **MANAGERS RESOURCES**

Qualifications and Mandatory Requirements

Managers Meeting will be determined once coaches identify Team Managers.

Manager's Certification Program: Each Team Manager is required to complete an online Certification Program via Ringette Canada. Click on link below.

[Ringette Canada - Home \(coachingringette.ca\)](http://www.coachingringette.ca)

The screenshot displays the Ringette Canada website's 'Managers Certification Program' page. The header features the Ringette Canada logo and navigation links for 'COACHES' and 'OFFICIALS'. A sidebar on the left lists various resources, with 'Managers Certification Program' highlighted. The main content area includes the title 'Managers Certification Program' and a section titled 'PLEASE READ THE FOLLOWING IMPORTANT INFORMATION BEFORE BEGINNING YOUR MANAGER'S CERTIFICATION PROGRAM TEST!'. This section contains several bullet points detailing the program's requirements, such as the \$25.00 registration fee, the need to read the material and answer questions, and the requirement to be a certified manager by Ringette Canada. Below this, there is a section titled 'Important Memo regarding Managers on Benches' and a 'Register' button.

The self-paced certification course is an on-line course that can be completed within a few hours. Course registration fee of \$25 will be reimbursed by FYRA.

At completion, you will receive a Manager Certification #. Send the receipt and your manager # to shawn.johnson.fyra@gmail.com

Criminal Record Check: As an FYRA volunteer and Team Staff, all Team Managers are required to apply for a Criminal Record.

Please use this link below and register yourself as a manager. Use your same credentials as you would for registering your child for FYRA. Then follow the steps to request a Criminal Record Check. There is no cost to you. When you receive the electronic version of your check, forward it to the Director of Manager's.

<https://www.rampregistrations.com/login?v3=a369ac22>

Communication

Team managers play a crucial role in ensuring the smooth flow of information within a team or organization. Effective communication is essential for the success of any team. You will be asked to relay information from Ringette New Brunswick and FYRA to your team on a regular basis. You are also often the first point of contact for team members. You relay player information onto coaches and/or FYRA as needed. Ongoing team communication is the most important role a manager plays. Regular updates on schedules and locations should be communicated as far in advance as possible.

It is recommended each team schedule a team meeting with parents early in the season. This meeting can often set the tone/culture of the team for the season. Team meetings provide parents, coaches, and managers with an opportunity to meet one another and to discuss plans and expectations for the season. Coaches will often lead this meeting, but Managers should use this opportunity to discuss the following:

- Communication, features of Ramp
- [Jersey Care Policy](#)
- [Volunteer policy](#)
- [Code of Conduct](#)
- Home Game volunteers

- Other help/volunteers needed
- Team finances
- Plans for Team Events

Team to Coach communication: at the start of the year, discuss with your coach what he/she prefers your role to be with respect to the team reporting absences from games and practices. Some coaches prefer that parents contact them directly, while others prefer to have parents notify the manager and then manager to relay the information. Note* if the player advising of an absence is the goalie, it is essential to make sure the 5 coach is aware as it effects the success of the game- the team needs a goalie.

RAMP

Once teams are identified, the coach and/or manager will be provided with team login information for the FYRA Ramp Website and Team Management App. The team roster will be set up for you and invites to join the Team App will have been sent to families. Ask families to add/update all their contact information to ensure easy access in case of emergencies or other times you or other team members need to connect directly.

Ensure each team member has access and is familiar with the RAMP app and FYRA website. If you require assistance with this, please reach out to Director of Managers.

Using the Ramp app ensures every team member has equal/easy access to team communication, schedules, and information. It also ensures the FYRA website is always up to date and accurate.

Managers will be provided with a link to the Master Ice Schedule by the Director of Operations. As soon as ice times are added/updated, add them to the Ramp system for your team. Information can be added by logging into the app or the website. The two locations are synced and will populate to each other.

Team Jersey's

The FYRA Equipment Manager (Jeff Russell) and/or Director of Managers will distribute practice and/or game jerseys to each team. U9 will receive 1 game jersey. U10+ will receive a set of 2 game jerseys.

Team managers will:

- Ensure all players and families are aware of the **Jersey Care Policy** and their responsibility to cover replacement costs of jerseys if they are damaged due to improper care or use. See policy link below.

<https://fredericton-ringette.ca/content/jersey-policy>

- Record Jersey number assignments on the **Team Jersey Inventory form** (link below) and submit to Director of Managers. If your team has numbered practice jerseys, be sure to record the numbers for them also.

https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fcloud.rampinteractive.com%2Ffredericton-ringette%2Ffiles%2Fjersey_inventory_form.docx&wdOrigin=BROWSELINK

Volunteer Policy

<https://fredericton-ringette.ca/content/volunteer-policy>

Volunteer hours at the team level are not mandatory. However, the success of every team on the ice is due in part to parent volunteers handling some of the typical team tasks often faced by coaches and managers. Parent volunteers help lessen the burden on Team Managers and coaches and therefore recruiting help is highly encouraged. Unlike many other sport associations, the Fredericton Youth Ringette Association (FYRA) will not ask any families to do any sort of fundraising. Instead, the FYRA's primary focus and fundraising event is around the Fredericton Ringette Early Bird Tournament (November 15-17, 2024).

This tournament, which welcomes over 60 teams to the capital city, takes place over 5 ice surfaces and is the largest annual sporting event in Fredericton. It

involves hundreds of volunteer hours to pull off this top-class event and this is our primary focus for volunteer hours. We ask that all FYRA families perform a minimum of 5 hours of volunteer work at this event. It's greatly appreciated and absolutely needed.

Please see the details below of Volunteer Policy, and don't hesitate to contact us with any questions. The volunteer sign-up form is based on the tournament schedule, and we aim to have it ready 2 weeks prior to the tournament to give everyone ample time to sign up.

FYRA Volunteer Policy (U9 & up)

7.1 FYRA requires that each family volunteer a minimum of 5 hours during the Early Bird Tournament (November) and 3 hours when Fredericton hosts Provincials.

7.2 Families who do not wish to volunteer have the option of paying a *\$75 fee (per player) in addition to their regular registration fee as part of the season registration.

7.3. If a family chooses not to pay the \$75 per player fee at registration and does not volunteer the required 5 hours per family at the Early Bird Tournament, they will be required to pay a late volunteer opt-out fee of \$200.

7.4 In exceptional circumstances, volunteer hours can be made up at other times, with FYRA Board approval. **Requests must be submitted at least 4 weeks prior to the Tournament Chair at FYRAtournamentchair@gmail.com**

7.5 A Volunteer Manager will manage a comprehensive list of volunteer opportunities and promote online.

7.6 Exempt from this requirement are head coaches, and board ratified assistant coaches, tournament chair(s) and committee chairs, on ice officials who do at least five games per year, managers (limit one per team) and U7 families (with no children in higher divisions). **However we recommend everyone assist with the volunteering**

7.7 Outstanding fees must be paid in full before the commencement of the following season.

Amended July 2024

Team Volunteer Positions: below is a list of potential volunteer positions and recommendations for a responsible person.

Coordination of Volunteers: tasks can be easily and efficiently done in advance of games, using RAMP.

****Please note these are only suggestions and are not required as the Team Manager may choose to perform them.***

Activity	Responsible
Coordination of Team Volunteers	Manager
Confirm regular games - home and away	Coach/Manager
Coordinate extra exhibition games if applicable	Coach/Manager
Coordinate timekeepers, scorekeepers and shot clock operators for home games	Manager/Parent
Referees will be provided for all home games - no request needed	Director of Officials
Ensure players are ready 10 minutes before game	Manager/Parent
Prepare Score Sheets	Manager
Coordinate someone to lock/unlock dressing room	Manager/Parent
Certified Female on the Bench <i>*establish with team coaches</i>	Manager/Parent/Coach
Coordinate snacks after games	Manager/Parent
Coordinate 50/50 Draws during home games	Manager/Parent
Input game results on RNB website	Manager/Parent
Register for Tournaments/submit Registration Forms and Fees	Manager/Coach
Book Hotel Rooms for Tournaments	Manager/Parent
Coordinate fun activities for team and families at Tournaments	Manager/Parent
Keep track of finances of the team/collect tournament fees/registered cheques, etc.	Manager
Hand out and collect Jerseys	Manager/Parent
Issue weekly/bi-weekly updates to parents	Coach/Manager
Report to Director of Managers with any concerns or issues, who will then report to Executive	Manager

Code of Conduct

<https://cloud.rampinteractive.com/fredericton-ringette/files/FYRA%20code%20of%20conduct.pdf>

Ask players and parents to submit a signed copy of the **Code of Conduct** to you. (**Appendix C**) The code is a great reminder to all good sportsmanship practices. It is a good tool for managers and coaches to use as a reference if they need to address issues throughout the season. The signed forms do not need to be

submitted to the board, just indicate on the Team Inventory form **Appendix B** that it has been received.

https://cloud.rampinteractive.com/fredericton-ringette/files/FYRA_code_of_conduct.pdf

Team Finances

Team's need to determine how to manage their team expenses/fees. Hold a vote at the start of the season with parents/guardians to decide how team operational expenses will be collected and if/how fundraising will be carried out. **Teams are permitted to engage in some Team fundraising, if they choose. However, there are some limitations/parameters around this. See FYRA Fundraising Policy. (Appendix A)**

Teams pay a tournament fee for each tournament they participate in. The cost of the tournament is divided to a per player amount. Other expenses can include Team activities/parties, dressing room sign, team meals/snacks, face paint or other team building items. Team staff are asked to estimate these expenses at the onset of the season and ask families to pay a lump sum, often divided into 2 payments. Alternately, teams can determine costs/collect as they go. Managers are responsible for ensuring a record of player payments and other revenue/expenses is maintained.

Please see link below for a Budget example:

https://docs.google.com/spreadsheets/d/1Rzoh5IDwNdc7qCUx1mqg2FKwzHDOTFagx0JvlzhPE_w/edit?usp=sharing

Team Building

Event Planning: event planning such as team Christmas parties, year- end parties or team gatherings while traveling falls under the scope of the Team Manager's responsibilities. However, enlisting help from willing parents is welcome. Party planning also requires funds. Therefore, it is up to Team Managers to determine how the funds will be gained (collecting a team fee, profits from 50/50, etc.)

Team Photography

Each season a photographer is booked to handle team photos, coordinated by The Director of Managers. Team Managers communicate the details of order forms, payment options and dates to families. Players/families will need to be reminded multiple times to bring a game jersey to the session. Team managers help the photographer with order forms and organizing the players during the photo session.

Game Play

Dressing Rooms Upon arrival for games or practices the Manager will need to secure a dressing room and a key. Typically dressing room will be already assigned. It is the Manager's responsibility to lock the dressing room while the players are on the ice and to unlock it when they come off the ice. A sign for the dressing room door can be useful so parents know which dressing room has been assigned. It is advisable for the team manager to confirm all scheduled games with the manager of the other team a few days prior, especially when games are part of the provincial interlocking schedule. Scheduling games involves many moving parts, and it is easy for a change to not be communicated effectively. A contact list for all RNB teams is created and distributed at the onset of each season and shared with all teams.

Game Sheets: It is the manager of the Home Team's responsibility to ensure a game sheet is available and prepped prior to the start of a game. Fill in the game information at the top of the sheet and complete your team roster information. (Players names, jersey number, coaches, and manager names). Using labels is an efficient way to do this but handwritten rosters are acceptable. If using labels, scratch any absent players out and put one label on each of the 3 pages on the scoresheet. Recommended printable labels; **Avery 8923 or 48863**. You can download templates from the Avery.ca website; [Avery Shipping Labels - 8923 - Template - 10 labels per sheet](#) or see FYRA website under Manager Info.

A sample scoresheet with directions can also be found here. Almost anyone can fill the role of the Scorekeeper by using this sample as a guide.

- a) Bring the game sheet to the visiting team and have them complete their roster information.
- b) Bring the game sheet to the scorekeeper volunteer before the game begins.
- c) After the game, the scorekeeper returns the game sheet to the team manager. Give the pink copy to the visiting team. Home team keeps the other two copies (yellow and white).

Link to Sample score sheet - [Scorekeeper Cheat Sheet.pdf \(rampinteractive.com\)](https://www.rampinteractive.com/Scorekeeper-Cheat-Sheet.pdf)

Reporting Game Results to Ringette NB: The Team Manager of the Home Team is responsible to ensure game results are accurately reported to Ringette NB for all RNB seeded games that are part of the interlocking schedule, within 48 hours of the game being played. Failure to enter game results may result in a penalty of \$25/game. The mode of reporting will be established and sent to managers at the onset of each season.

Game results also need to be entered off the FYRA RAMP system. Entering team stats is a team decision.

Home Games: Game volunteers (usually Parents) need to be coordinated for time keeping, score keeping, shot clock operator (U12+) and 50/50 (optional). There is an option on RAMP to add these roles and parents can sign up. Managers will often need to ask, remind, and ask again to get all roles filled for each game.

Each season the Director of Managers will organize a few training opportunities for these roles but the best way for parents to learn is from each other. Remind your families often to take opportunities to learn how to do each role. Exhibition and early season games are a good time to learn.

Away games: When another team is “hosting” the game, the manager role is minimal. Be sure to make yourself available to fill in the visiting team side of scoresheet and collect the pink copy at the end of the game. Game results need to be entered in FYRA Website/App. If the team has travelled out of town, the Manager will often organize a group reservation or plan for a meal. If teams are playing back-to-back games, it is a nice touch to have some fruit or other snacks/drinks available for players.

Minimum Number of Players

The minimum number of players allowed under the current rules is 7, including the goaltender. However, all efforts should be made to play with a minimum of 10 skaters. If teams have less than ten players available to play, coaches may call up players from the division below only.

A call up list is maintained on the Google drive with the master schedule. Every second-year player in each division who has agreed to being called up has to have had the opportunity to play up, before another player can be asked twice. The coaching team will generally handle decisions to call up players. However, Managers should make sure coaches are aware of upcoming availability issues and keep the call up list updated.

Game Cancellations

Away Games: It is up to the travelling team to cancel away games in poor weather conditions. There is no penalty for cancelling games because of weather & icy roads/ poor visibility. Contact the head coach or manager of the home team as soon as a decision to cancel is made.

Attempts to reschedule these games should be made but, in some circumstances, it may be difficult to reschedule. All RNB games must be played by the end of February.

Home Games: If the visiting team has cancelled, your home ice time will turn in to a practice time or if the weather is still too bad to travel locally, you may cancel your ice time altogether. In either scenario, advise the director of operations ASAP so ref's can be cancelled and the

Rescheduling cancelled gamed: Send an email to Director of Operations to see if there are available ice times to use for make-up games. Contact the manager of the other team, with proposed dates and times. When scheduling consider whether or not you can fit two games into one trip. For example, if the team is already coming to Fredericton to play a u12 team, then it would be ideal to schedule a make up game with the other U12 team on the same day.

Insurance Forms and Incident forms for on-ice injuries: Team Managers are required to have access to insurance forms and incident reports in the event of an injury to a player, coach and/or volunteer. Printed blank copies should be kept in the Team First Aid Kit which should be on hand during all practices and games. A completed insurance form is required to accompany the injured person(s) to the hospital or other health care facility. Copies of the forms can be found on the FYRA website and below. An incident report should be completed any time a player is kept off the ice for the remainder of an ice time by an FYRA team volunteer.

- [RNB Accident & Safety Incident Report](#)
- [Accident Insurance Claim - English](#)
- [Accident Insurance Claim - French](#)

Tournaments

Tournament Registrations: Team Manager's are responsible for registering their team for all tournaments the team attends. Most tournament registration information is forwarded to Team Managers via email from the Dir of Managers. Instructions for completing registration will be included as well as any details pertaining to fees. Traditionally, the FYRA teams at U10+ participates in 3 major tournaments, FYRA Early Bird Tournament, a winter tournament (e.g., Charlottetown), and Provincials. U9 participate in Early Bird and Provincials. All teams can choose to attend extra tournaments, but this is usually decided by a team parent vote or player attendance is optional. A listing of season tournaments in NB can be found on the RNB website.

Tournament fees: Tournament entry fees are paid for by the team either by way of individual Team Fees or through fundraising. Manager's use team funds and pay the tournament fee on behalf of the team.

Communication: ensure the tournament schedule and rules are sent to parents and coaches.

Tournament Arrival: Upon arrival, it is the Team Managers role to check in with registration, review & initial the roster (check coach staff, players, identify Goalie, if applicable U12+ Captain & Assistants), identify colour of jersey being used, get the dressing room key

Accommodations: lodging for out-of-town tournaments is the responsibility of the Team Manager to coordinate. FYRA secures a group block for provincials and at least one other major tournament (TBD). Team managers work with the Director of Managers to get information on individual team blocks and communicate the process for booking to parents.

Out of Province Team Travel: Team Managers are required to submit the [Travel Sanctioning Form \(Form \(10A\)-TRAVEL SANCTIONING REQUEST FORM.doc \(live.com\)\)](#) to Ringette NB for approval at least four weeks prior to the departure date, when traveling out of province (e.g., Charlottetown tournament). A copy of the approved form, duly signed and dated, will be returned to the team.

Social & Team Building Activities: while traveling for tournaments it is a good opportunity to encourage off ice team building. Therefore, coordinating a team activity (e.g., a meal, games, pool time, etc.) is good practice but not always possible or required. Team managers should ensure they name cards for hotel room doors identifying the team's name and players first name. Kids love it and its very practical.

Season Wrap up

As a ringette team manager, preparing for the end of the season involves several important tasks to wrap up the season effectively.

1. Equipment and Jerseys:

- Collect all team equipment, jerseys (1 practice and 2 Game), and any borrowed items from players.
- Ensure equipment is cleaned, inventoried, and stored properly.
- These items will be collected by Director of Managers

2. Awards and Recognition:

- FYRA plans an annual year end banquet. If you would like to be part of the committee, please put your name forward.

3. End-of-Season Party:

- Coordinate with coaches an end-of-season celebration or party for the athletes and families to relax and have fun after a season of hard work. Awards to recognize players' achievements, such as MVP, Most Improved Player, or sportsmanship awards can be given at this time.

4. Documenting the Season:

- Create a season summary or report with highlights, challenges, and key achievements to document the team's journey to submit to Director of Managers

This end-of-season checklist will help you conclude the current season on a positive note and ensure a smooth transition into the next season. Be sure to adapt it to your team's specific needs and requirements.

Appendix A

Fundraising Policy

FYRA Fundraising Policy Board Approved: **10/31/22**.

Individual teams that wish to fundraise can do so in accordance with the following requirements:

- Fundraising activities set out in the approved list of activities below do not require approval of the FYRA Board of Directors. However, teams must notify the Board in writing of the details of their approved fundraising activity (type, date, teams involved, the intended use of the funds raised).
 - Any fundraising activity that is not included in the approved list of activities below requires prior approval of the Board of Directors. Requests are to be submitted in writing to the Director of Managers, a minimum of two weeks before the planned fundraising event and include the following information:
 - The proposed fundraising activity, what is required from players and families, the projected revenue, its intended use, and estimated cost
 - What team is participating and if this opportunity was offered to other teams in their division.Fundraising activities can be for individual teams or for a division (ex: all teams within an age group).
 - Funds raised can be applied to the operational cost of the fundraiser itself (ex: hall rental, purchasing of supplies).
 - Participation in fundraising activities is voluntary and participation in fundraising activities cannot be made mandatory.
 - Funds raised are split evenly amongst the team members.
 - At the conclusion of the fundraising activity, the team or division will advise the Director of Managers of the amount of money raised.
 - Parents and athletes participating in fundraising activities must conduct themselves in a manner that positively reflects on FYRA.
- Limitations

- Funds raised are to be attributed solely to a team's operational costs, which are limited to tournament fees, team parties, team building activities, travel, clothing (must be in accordance with FYRA's clothing policy), and hotel costs.
- Funds raised cannot be used to purchase equipment or other promotional items.
- Funds raised cannot be more than the team's operational costs. Any funds above and beyond the team's operational costs must be transferred to FYRA at the end of the season.
- Funds raised cannot be applied to offsetting FYRA registration fees.
- Fundraising activities do not eliminate or decrease the requirement for families to volunteer 5 hours at the Ed Benoit Early Bird Tournament and 3 hours when Fredericton hosts the Provincial Championships.
- This policy does not apply to corporate sponsors. For more information on corporate sponsorship, please consult the FYRA Sponsorship Policy.

Approved Fundraising Activities:

- ✓ Bottle drives.
- ✓ Car washes.
- ✓ Tagging.
- ✓ Product reselling (ex: cookie dough, pizza, coffee).
- ✓ Restaurant percentage night.
- ✓ Discount card sales.
- ✓ Volunteered labour in exchange for donation (ex: golf ball pickup, lawn mowing, dog walking, face painting).
- ✓ Product creation and selling (ex: team calendar, bracelets).
- ✓ FlipGive (flipgive.com)

Prohibited Fundraising Activities:

The following fundraising activities are strictly prohibited:

- ✓ Any form of gambling, such as but not limited to, 50/50s and raffles.
 - Subject to review pending terms of FYRA's raffle licence application to the province.
- ✓ Contests.

- ✓ The distribution or promotion of alcohol or cannabis products.
 - ✓ Multi-level marketing.
 - ✓ Activities where a parent, team member, coach, manager or other connected member of a team may benefit individually from any team fundraising efforts.
 - ✓ Corporate sponsorship (ex: ads, team name, jersey sponsors).
- Violation of Policy
- ✓ Failure to comply with this policy will result in consequences to be determined by the Board of Directors of FYRA, which consequences will be based on the circumstances of the failure or violation.