

**Fredericton Youth Ringette Association**

# **TEAM MANAGER HANDBOOK**



Last Revised October 2018

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## **Team Manager Handbook**

Welcome to our Team Manager volunteers with the Fredericton Youth Ringette Association! The FYRA Executive is pleased that you have stepped forward and thank-you for volunteering to manage your child's ringette team.

This handbook has been created for your use so that you may have all of the necessary information needed to efficiently and effectively coordinate all of the tasks of managing a team. The managing of the team is definitely a group effort, with you being the coordinator. Enlisting the parents of your team to help with all of 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 Dir of Managers.

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

Thank you,

FYRA Director of Managers

## 1. Team Information

- a. **Team Contact Information:** The FYRA Registrar will provide each Team Manager with contact information relating to each player on the team. The information will include such things as; Player Name, Parent Name, Address, Birth Date, Medicare Number. Please remember to have a listing of this information with you or a designate when the team is practicing, playing and/or travelling outside of Fredericton. It is recommended to create a table containing the pertinent information similar to that in Appendix A.
- b. **Registration Forms:** The FYRA Registrar will provide each Team Manager with a copy of each player FYRA Registration Form. Please keep these forms for the duration of the season and then shred the documentation at season end.
- c. **Team Telephone Quick Reference:** Team Managers are encouraged to maintain a record of family telephone contact information (e.g. home and cell#). This information should be provided to each parent or guardian for quick reference as it could prove useful when travelling and coordinating transportation and/or event details. Refer to Appendix B.

*\*Please note - refer to the FYRA website, select the Managers Handbook link which contains links to all necessary forms and templates. Select ' Blank Player Cards'. This template will allow you to print multiple copies at wallet size.*

## 2. Preparation for the Season

- a. **Qualifications and Mandatory Requirements**
  - i. **Manager's Certification Program:** Each Team Manager is required to complete a Managers Certification Program via Ringette Canada.  
<https://www.coachingringette.ca/index.php?page=327>  
The self-paced certification course is an on-line web-based course and course costs (\$25) are reimbursed by the FYRA. At completion, the system will generate a manager's # . \*Team Managers are only required to complete the training once and typically by end of January in the season. Send the receipt and your manager # to Dir of Managers. Each Manager # will also be stored with the FYRA Registrar.



- ii. **Criminal Record Check:** Each Team Manager, as a FYRA volunteer, is required to complete a Criminal Record Check with Vulnerable Sector Verification (VSV). City of Fredericton residents apply at City Hall and non-Fredericton residents apply at the Oromocto RCMP Detachment. FYRA will reimburse Team Managers for the cost (\$11). Please submit receipt as well as copy of the completed check to Director of Managers. Background checks are valid for two years and are due by December 1st. A criminal record search completed for another association (ie. Boy Scouts) will be accepted.

### Background Check Process

Visit: <http://www.fredericton.ca/en/fredericton-police/criminal-record-checks> for full instructions on how to get your criminal record check.

Individuals living within the city limits will print off the “Criminal Record Check Application” found at the above link, as well as the enclosed FYRA “Volunteer form” and “Request for Criminal Record Check” letter and submit all forms to City Hall along with payment. The individual will pick up the completed search 2-3 weeks later at the Fredericton Police Station (311 Queen Street) and present two pieces of identification. One piece must bear photograph and signature (ie. driver's license). You will be provided a reference # at the time of drop off, which allows you to check the status of your application online.

- iii. **Bench Staff:** Historically, it was mandatory for a female (i.e. parent or manager) to be on the player bench starting at the U10 divisions and upward. In 2017, rules state that all teams must have a fully certified female coach or female certified trainer, or certified female manager if a certified female coach is not available. Therefore, depending on the make-up of the coaching staff the Team Manager does not necessarily need to be on the bench during games. Overall, the need/expectations for a manager (male or female) on the bench should be discussed with your coaching staff at the beginning of the season.

- iv. **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/>.
- v. **First Aid:** Although it is not compulsory, the standard Workplace First Aid course is recommended for volunteers. FYRA may be willing to reimburse Team Managers for the cost. Please contact the Director of Managers prior to registering.
- vi. **Team Jerseys:** The FYRA Equipment Manager will distribute 1 jersey U9+ which will be used at practices and games. At U10+, two sets of game jerseys will be given to each player (1x home jersey and 1x visitor (or away) jersey ). Equipment Manager/Team Manager or coaches distribute a set of same numbered jerseys to each player. Team Managers are to complete a Jersey inventory sheet. *Please refer to the FYRA website, select the Managers Handbook link which contains the necessary form.*  
\*Please ensure all players/families are aware of the FYRA Jersey Policy, located on the FYRA website. All jerseys are to be returned in acceptable condition or a fine of \$95/jersey will be issued to cover the cost of replacement.
- vii. **Name Bars:** Each player is required to have their last name visible on the back of their jersey at the top between shoulders. These are not provided by the FYRA. However, the Team Manager or a parent volunteer may choose to help coordinate the ordering of the name bars at a cost to the parents. Parents should be reminded that name bars and letters C or A must be removable (ie. Stitched on).

## **b. Communication & Event Planning**

Team Managers are a vital touchstone for parents as their child plays on a team. It is the responsibility of the Team Manager to receive and answer questions from parents and coaches. Furthermore, it is also a Team Manager's responsibility to receive and redistribute communications from various points of contact including the FYRA, to parents in a timely manner.

- i. **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

coach is aware as it effects the success of the game- the team needs a goalie.

- ii. **Team Meeting with Parents:** It is recommended each team schedule a team meeting with parents early in the season. Team meetings provide parents coaches and managers with an opportunity to meet one another. Although, it is typically coaches that will lead and/or set this meeting, Team Managers should use this opportunity to discuss volunteering for team volunteer positions (i.e. 50/50, time keeping, score keeping, etc) tournaments, fees, needed cheques, etc. Additional meetings may be required throughout the season to update parents on team finances, tournaments, etc.
- iii. **Online Communication:** In recent years, Team Managers have begun to use online forums such as Facebook and Team Snap to manage communication with the team parents more efficiently. The online forums (e.g. create a Facebook team page) helps to cut down on email traffic and helps increase friendliness and support amongst parents. In order to maintain privacy within these social media groups, especially considering photos can be posted, please ensure the groups/pages are private. **All Managers are responsible to maintain their team page on the FYRA website, with some photos, game or schedule changes, etc.** Managers require login credentials for the site and can be obtained from the Director of Promotions. Steps for updating the FYRA website can be accessed under the Manager Handbook link or contact the Director of Promotions or Director of Managers for support.
- iv. **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 (e.g. fundraising, collecting a "party" fee, profits from 50/50, etc).

c. **Team Volunteers**

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.

- i. **Team Volunteer Positions:** below is a list of potential volunteer positions and recommendations for a responsible person.
- ii. **Coordination of Volunteers:** tasks can be easily and efficiently done in advance of games, using a free online volunteer management tool such as Sign Up Genius or TeamSnap.

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

<b>Activity</b>	<b>Responsible</b>
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

### **3. Team Finances**

Team Managers are required to maintain an accurate accounting of all team finances including revenue (e.g. funds raised from fundraising, 50/50, etc), and expenses. Templates for budgets and revenues/expenses are available on the FYRA website. *Please refer to the FYRA website, select the Managers Handbook link.*

### **4. Preparations for Games**

#### **a. Game Cancellations and Arena Closures**

- i. **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. Please call the head coach or manager of the home team and let them know that morning. Then contact all players families from your own team. Post a note on your team FYRA website page and in all areas of communication that you use (FB page, TeamSnap, email). Teams should not ever feel pressured to attempt a trip that is unsafe in any way. Attempts to reschedule these games should be made by the Manager but in some circumstances it may be difficult to reschedule. All games must be played by the end of February.
- ii. **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. If you are holding a practice, please check with other teams in your division that may have cancelled away games to see if they wish to share the ice as well (especially if they will not be getting an ice time that weekend otherwise). In any of these cases, please email or call the FYRA Director of Operations so he/she may contact the rink for cancellations and work on rebooking your home game. You will also need to contact the FYRA Director of Officials as early as possible to let him/her know you will not require referees. Post a note on your team FYRA website page and in all areas of communication that you use (FB page, TeamSnap, email).
- iii. **Rescheduling cancelled games:** A Team Manager should check the ice schedule to see if there are any open ice times or weekend practice slots that could be used for a make up game. Notify Britany Gordon (RNB Executive Director) via email, advising that games are in process of being rescheduled. 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. If the away team accept the dates and times, then send an email to RNB, as they need to update the online score system. Also, send an email to Dir of Officials in order to line up referees for the game. Then, notify parents and coaches of the make up game.
- iv. **Arena Closures:** The area arenas do close during heavy snowstorms and they will announce these closures on the radio (especially CBC). To check

if an arena is open it is recommended you can call them directly using the contact numbers listed below.

- Lord Beaverbrook Rink: 460-2257
- Willie O'Ree Place: 460-2700
- Grant Harvey Centre: 460-2345
- York Arena: 460-2949

- b. **Game Sheets & Stickers/labels:** It is the managers and coaches responsibility to ensure the game sheet is completed with the players names, jersey number, coaches and manager names. Also, to scratch any players that have not shown up.

*Home games-* Add your labels on all 3 sheets or write out player info and then take it to the visiting team to complete their side of the sheet. They will return it to the home Team Manager. The TM, then takes it to the scorekeeper for the game. After the game, get the score sheets from scorekeeper and return the pink copy to the visiting team. Keep the other two copies (yellow and white).

*Away games-* the other team will bring the TM the score sheet to complete. Ensure a copy is retained (pink copy) after the game.

Handwriting on score sheets is acceptable, but it is recommended to use computer printable labels; Avery 8923 or 48863 You are also able to download templates from the Avery.ca website; [http://www.avery.ca/avery/en\\_ca/](http://www.avery.ca/avery/en_ca/). A similar form is also available on the FYRA website- *select the Managers Handbook link to find a template.*

- c. **Reporting Game Results to Ringette NB:** Managers will be provided with a username and password in order to enter game results on the RNB Goal Line reporting site. Each Team Manager is responsible to ensure game results are accurately reported to Ringette NB using the Goal Line reporting website within 48 hours. Failure to enter game results can result in a penalty of \$25/game being issued to the team by RNB to the association. Training to use the system can be found on the FYRA website- *select the Manager's Handbook link select the document called "How to report game scores on Goal Line"- French and English versions are available.*

- Team Managers do not enter scores from tournaments, as they don't count as seeded games.

- d. **Insurance Forms for on-ice injuries:** Team Managers are required to have access to insurance forms in the event of an injury to a player, coach and/or volunteer. Printed blank copies should be kept on hand during practices and games. The completed 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- *select the Manager's Handbook link which contains all necessary forms.*

- e. **Out of Province Team Travel:** Team Managers are required to submit the Travel Sanctioning Form (Form 10A) to Ringette NB (201-Britany Gordon) 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. Please obtain a blank copy of this form on the FYRA website- *select the Managers Handbook link which contains the necessary form.*

\*It is recommended that this form be sent out early in the season for the winter tournament that FYRA typically attends in January (e.g., Charlottetown tournament).

- f. **Minimum Number of Players:** the minimum number of players allowed under the current rules is seven, including the goaltender. If teams have less than ten players available to play coaches may call up players from the division below only. Note: U10 division permits calling “across” players from other U10 teams. It is recommended to call up a minimum of two players when call ups are from the division below so that players playing up have a “buddy” on the team with them. You cannot ask the same players to play up all the time. Every second year player in the division below has to be asked before you can start the list over again. ***\*The coaching team will handle decisions to call up players.***
- g. **Volunteers:** Parent volunteers need to be coordinated for post-game snacks (U9 & U10), 50/50, time keeping, score keeping and shot clock operator (U12+). Please refer to section 2c for more detail.

## 5. Preparation for Tournaments

- a. **Tournament Registrations:** the Team Manager will complete any necessary registration process (i.e. online or paper) for tournament entries. Typically, the hosting tournament will send a communication reminder to the FYRA and this notice will be 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 participates in 3 major tournament entries, FYRA Early Bird Tournament (November), a winter tournament (e.g. Charlottetown in January), the U9/U10 Jamboree and/or Provincials for U12+. A listing of tournaments can be found on the FYRA website.
- b. **Early Bird Tournament:** parents will give minimum 5 volunteer hours, communication should be sent to parents- see section 6. Family/Member Volunteer Hours below. Also, the EB tournament volunteer sign up helps ensure that shot clock is covered for the U12+ tournament games, but it is good practice

to scan the sign up for the “HOME” games and email parents on u12+ teams to cover it, if it’s not filled.

- c. **Tournament fees:** the Team Managers will record and collect money from players families, then cut one cheque to pay the fee. If the tournament was an agreed upon event at the start of the season, the entry fee shall be divided equally amongst the team players regardless of the player’s intention/ability to attend. For example: team entry fee is \$500 and the team is comprised of 12 players, each family owes \$41.66. In this case, you may choose to round the fee up and contribute the extra money toward team party planning/social events. If the tournament was added into the season by vote or interest from parents, then only those participating are responsible to cover the registration fees.
- d. **Tournament Rules:** Please ensure you read the tournament rules and forward to all coaches (if not already done by the host) ahead of the travel. This ensures that coaches and managers are prepared. For example, at U9 level there may be less games or coaches may be required to referee and/or U12+ games may require that the “home team” provide the shot clock operator and therefore a volunteer will need to be recruited.
- e. **Travel:** Parents are responsible for arranging transportation to games/tournaments. If travel is out of province, please refer above to section 4e.
- f. **Accommodations:** lodging for out of town tournaments is the responsibility of the Team Manager to coordinate. Typically, the FYRA will secure group rates and rooms when the entire association is participating in a tournament. However, it is not guaranteed and therefore, it is the responsibility of the Team Manager to confirm the need and expectation through communication with Dir of Managers whether or not rooms have been set aside. The Team Manager will communicate the process for booking to parents.
- g. **Communication:** ensure the tournament schedule and rules are sent to parents and coaches.
- h. **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.
- i. **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.

## 6. Family/Member Volunteer Hours

All families and individual members are required to volunteer hours in a season and fulfill the following volunteer commitment:

- a. Each season a minimum of five 5 volunteer hours are required per family at the annual Early Bird. In a year when FYRA is hosting a provincial year end tournament and/or jamboree a minimum of an additional three volunteer hours shall be provided by all families, with the exception of the U7 division during the FYRA hosted tournament and/or jamboree.

*\*Please Note- Volunteer hours for the Early Bird tournament will be self-reported using the FYRA Member Volunteer Hours Self-Reporting system designated by the FYRA. Typically, this system is an online format. Notification will be sent out from FYRA to all members when the system is running. Therefore, if the fulfillment of hours will be done via alternate initiatives a letter requesting approval should be submitted to the board.*

- b. At the end of the season, volunteer hours will be reviewed and if the commitment has not been fulfilled the family will be fined a fee of \$75 by the FYRA. In years when Provincials are in Fredericton, the fine will increase to \$120. In exceptional circumstances, volunteer hours can be made up at other times, with FYRA Board approval.

## 7. Team Photography

Typically, in late September a photographer is booked to handle team photos (the Dir of Promotions or Dir of Managers handles the booking). Once communication is received about the selected photographer, times and dates will need to be coordinated for the teams. The Dir of Managers will coordinate the dates and TMs simply communicate the details such as order forms, payment options and dates to families. TMs should remind families to bring a game jersey to the session. Also, instruct families to give the TM their order forms and he/she passes the paperwork to the photographer the night of the photo session.

## Appendix A

### Team Contact Information

Surname	Given Name	Parents	Address	City	NB	Postal Code	Tel #	year	Month/Day	Medicare #	Email address

**Appendix B**  
**Team Telephone Quick Reference**

Surname	Given Name	Jersey #	Parents	Home phone #	Cell phone #