



## Manager's Manual

### Welcome to the Victoria Vipers Ball Hockey Family

Thank you for volunteering as a Victoria Vipers team manager this season! Whether you have been managing for years or this is your first time, this manual provides guidance to help you support your team in having a fun, successful season with the Greater Victoria Minor Ball Hockey Association (GVMBHA).

A team manager is a vital part of every team. As a team manager, you have two equally important functions:

1. To support the coaching staff in delivering a safe and positive experience for the team.
2. To keep the parents informed of the information they need to know throughout the season.

Some functions managers are expected to perform include:

- Communicating game and practice times to parents and serving as the liaison between parents and coaches throughout the season.
- Organizing an initial team parent meeting at the start of the season.
- Assisting with distributing jerseys and recording jersey numbers at the start of the season.
- Ensuring your team provides a timekeeper and scorekeeper for your team's home games.
- Reporting any player injuries for your team.
- Supporting coaches in managing any disciplinary issues or game ejections.
- Coordinating any team events or parties if/as needed.
- Coordinating travel if you are managing a team attending the end of season B.C. Provincials tournament or the Western Challenge Cup tournament.

More information on these and other duties is shared below.

### Connecting With Your Division Coordinator

In addition to team managers, the GVMBHA also has volunteer division coordinators for each age division in the league. These are typically folks with experience as a team manager, and they can help you in your role and serve as a liaison between you and the league.

As a first step, connect with your division coordinator by email to let them know which team you will be managing. Division coordinator email addresses are listed on the main [Manager Information page on our website](#). Your division coordinator will then share essential information with you to help you get your team set up for the season.

### Coaching Documentation

Before the start of the season, please ensure all your coaches have completed the GVMBHA coaching application (which includes the coaching code of conduct), online Criminal Record Check and Respect in

Sport (full version, not the shorter parent version parents need to take in minor ice hockey). More information and links are on our [website under the Coaches menu](#). Questions can be directed to our Head Coach [headcoach@gvmbha.com](mailto:headcoach@gvmbha.com) or [coachdocumentation@gvmbha.com](mailto:coachdocumentation@gvmbha.com).

## Communicating With Parents and Players

### The RAMP Platform

As a manager, you will have access to the RAMP website used to manage administration of the league and teams. You will receive log-in credentials from your division coordinator, giving you access to RAMP features you will need for your team, including:

- Sending emails to team players and parents.
- Managing your team contact list.
- Recording player jersey numbers.
- Scorekeeping via the RAMP Gamesheets app.

A guide for how to use these RAMP website features is available under the [Manager menu on our website](#).

You should also encourage parents and players to download the [RAMP Team app](#) (available for Apple and Android devices). This synchs with the RAMP website and give parents:

- Current game and practice schedules with a calendar that can be integrated to their personal calendars on their devices.
- The ability to confirm player attendance at each game or practice.
- A full team player roster.
- A team chat function for quick and easy communication.
- The ability for parents with more than one player to manage all their teams in one place.

You can work with your coaches to determine the preferred approach to team communication. For example, many teams will:

- Use email for more detailed or essential information, and for one-on-one communication with individual parents.
- Use the RAMP Team chat for more informal or urgent updates to the entire team.
- Ensure parents use the RAMP Team app to confirm attendance.

Whatever you and the coaches decide, we recommend sharing that approach early with parents so everyone knows what to expect, and being consistent in how you use different channels to ensure everyone is receiving the essential information they need.

### Team Meeting or Team Email

Work with your coaches to set a team meeting time either before or after one of your first few practices and communicate this to your team’s parents. The following are areas that should likely be covered in the parent meeting:

- The head coach will explain the team goals, go over player expectations, review

player/parent codes of conduct, reinforce there is zero tolerance for abuse of officials, and answer any questions from parents.

- You should inform parents that a timekeeper and scorekeeper rotation will be drawn up for home games once the game schedule is available. If a few parents wish to take on the duties on a regular basis, then no mandatory rotation is required. It is the parents’ responsibility to educate themselves on this task using the resources available on our website and by mentoring with those who have experience. More information on these roles is included below.

You can also share this information via email, but we find an in-person meeting is often preferable because it provides a better opportunity to address any questions parents may have.

### Your Role as Parent Liaison

We ask that managers serve as the primary liaison between parents and coaches so that coaches can focus on supporting players.

Setting a positive, respectful tone from the beginning can go a long way in fostering a positive environment for everyone throughout the season. Parents should be invited to approach you with any concerns or questions they may have about the team, and managers serve as a buffer between parents and coaches if an issue or complaint arises. Ensure you apply a “24-hour cool down period” if issues arise, so they can be addressed calmly and respectfully rather than in the heat of the moment.

Your division coordinator and the GVMBHA executive are available to assist you if you need support in addressing questions or issues at any time.

### Team Jerseys

Each team in the division receives a different colour Victoria Vipers jersey with a few different size options, as well goalie-specific jerseys. Your division coordinator will ensure you receive your jerseys as early as possible, and your team will be designated in RAMP by its age group and jersey colour (e.g. U12 Blue).

You can choose whether you give players their choice of the available numbers, or simply assign them to players on your team. Once assigned, jersey numbers need to be recorded for your team roster in RAMP and should remain with the same players throughout the season. Jerseys do not need to be worn for practices but must be worn for all games.

Alterations to the jerseys are not allowed (e.g. adding name bars), and all jerseys must be cleaned and returned to you after the last game.

Parents or teams may choose to purchase dri-fit Vipers t-shirts in their team colour for practices. Information on opportunities to do this will be shared with you early in the season, but purchasing shirts is not mandatory.

## Dressing Room Protocol

Player and parent conduct expectations apply in the dressing room just as they do at any other time. In addition, the following rules must be followed and enforced by coaches and team managers:

- There should always be at least two adults present if there are children in the dressing room.
- Phones and cameras are NOT allowed to be out in the dressing room at any time, and this applies to parents, coaches and managers too.
- Smoking, use of an e-cigarette or using a vaporizer is not permitted in dressing rooms or in any of the arenas we use.

## Scorekeeping and Timekeeping

As team manager, you are responsible for ensuring your team provides a scorekeeper and timekeeper for each of our team’s home games. We expect parents to volunteer to take on these roles, and it is your job to coordinate that for your team. In some cases, you may have parents who volunteer to assume one or both roles throughout the season. But you will likely need to establish a rotation schedule and assign parents for each game. We recommend you do this early in the season to minimize the need to find volunteers on short notice.

For parents who have not done these roles before, it can be intimidating. They are accountable for educating themselves on how to do scorekeeping and timekeeping. Encourage team parents who are experienced scorekeepers and timekeepers to help train others.

Scorekeepers will need to download the RAMP Gamesheets app and access the game scoresheet using a code you provide. These codes are available to you in the RAMP website. They then use the app to record goals and penalties for the game. A [guide can be found here](#).

Timekeepers run the clock in the arena. Each arena we play in has its own system, so we provide guides for each venue on our website. These are available under the Scorekeeping Instructions menu or on the main [Manager Information page on our website](#).

## Player Injuries

Player injuries unfortunately do occur. When one of your players is injured and comes off the floor to tend to their injuries, an online report must be submitted. You will find the [Player Injury Form](#) on our website under the Managers tab. It is a basic form that is simple to complete, but it would be a good idea to familiarize yourself with the information required so that when an injury occurs you are aware of the information you need to make note of. If there is a serious injury, please make sure that either you or the head coach also report it to your division coordinator.

## Older Age Groups – Game Ejections & Minimizing Escalation

Unfortunately, as a team manager there may be times when you need to support the coach and team in managing serious in-game disciplinary issues. There are specific requirements outlined here that you and coaches must follow, particularly in the rare event of a player ejection from a game.

The league expects coaches to use all reasonable efforts to control their players while they are in their care and make the games enjoyable and a positive experience for players on all teams. If your team has a player during a game that is exhibiting frustration, taking unnecessary penalties or is reacting to being called for several infractions during the game, the league expects coaches to use good judgement in refraining from putting the player on the floor until they have calmed down. The league expects coaches to make sure the player understands the ramifications of any further penalties (i.e. game ejection for three minor penalties), or that any escalation of their behavior on the floor may result in a more severe penalty. The league expects coaches to understand a frustrated or agitated player may cause unnecessary injury to themselves or another player if they are allowed to play in an agitated state.

If a player is ejected from the game for any reason (three-penalty rule, major penalty or game ejection penalty, etc.) the player will be escorted to the main gate to the floor by a referee (senior referee if one is assigned to the game) and will exit the playing surface. Should players from both teams be ejected at the same time, the referee will escort the visiting player off the floor first followed by the home player. Coaches should ensure parents understand that it is NOT acceptable for parents or other fans to ridicule or taunt a player being ejected from the game for any reason. Such action could result in an unsportsmanlike penalty against the team of the fans displaying such behavior.

The team is to have the player met at the gate by the team manager and the player’s parent, or by one coach and another parent, to ensure the player makes his or her way to the team dressing room. If the team dressing room is locked, the team must ensure the key to the dressing room is available to the player on exit from the floor. The player is then required to gather their possessions (change or shower as appropriate) and leave the arena as soon as possible. If the player is still in the vicinity of the dressing room at the conclusion of the game, they should not leave the dressing room unless they are accompanied by their parent or escorted out of the dressing room area by a coach.

Any issues that arise with either an ejected player or their parent where they become involved with a player, fan or parent of an opposing team will be dealt with swiftly and severely by the league. Please advise your team parents that taunting or cheering an ejected player is not acceptable. If an issue occurs with an ejected player and it is discovered that the above rules were not followed by the player’s team, this could result in sanctions against the team coaches and manager.