



HOLLANDIA

☆ 1955 ☆

MANAGER'S HANDBOOK

HOLLANDIA SOCCER CLUB

INTRODUCTION

Let us start by thanking you for dedicating your time and energy to being a team manager. As one of the representatives of our club that interacts with the players and families the most, we are aware that you have a huge impact on the soccer experience for our players. Hollandia appreciates all volunteers, and it is our goal to make your job as easy and enjoyable as possible.

Team Managers are an important part of the team leadership. A good team manager ensures appropriate communication between the head coach and the parents, manages team rosters and finances and acts as liaison between the team, the club, and SYSL.

MANAGER DUTIES

As a manager, you have 2 primary duties: managing communications and team finances.

1. COMMUNICATION

Your duties include communicating with parents by calling team meetings and communicating game/practice information to players and parents. Hollandia uses Playmetrics software to help keep our teams organized, and the managers are the primary people updating the team information. Managers act as a liaison between the coaching staff and parents

The manager is a key figure working with the coaching staff to ensure that Hollandia's philosophy is implemented, and as such, you should become familiar with it.

2. TEAM FINANCES

Although registration fees are collected by the club, there are a variety of items that are not covered in this cost, such as tournament fees, coach appreciation gifts, and team bonding events. Managers are responsible for drafting the team's budget at the beginning of the season, collecting and disbursing the necessary fees, coordinating/identifying fund-raising opportunities if required, and reporting how funds were used at the end of the season.

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GETTING STARTED

MANAGER REQUIREMENTS

Please note that the provincial governing body for soccer, the Saskatchewan Soccer Association (SSA), requires that all coaching staff, managers, gender representatives, and bench parents whose names appear on the game sheet or will be in dressing rooms, have the following requirements:

1. Be in possession of a current (within the last 2 years) **Criminal and Vulnerable Sector** clearance.
 - Hollandia provides a volunteer letter that can be taken to the police station to obtain a CPIC clearance. Please contact Hollandia's Programs Coordinator at operations@hollandiasoccer.ca for a letter.
2. Have completed the **Respect in Sport** Course (within the last 5 years) which is available online at: [Respect in Sport for Activity Leaders - Getting Started](#)
3. Have completed the **Understanding the Rule of Two** module, which is available online at: [Coaching Association of Canada](#)
 - You will be asked to create an NCCP#.
4. Be registered as a team personnel in RAMP (the same place you registered your child to play): [Hollandia Soccer : RAMP Registrations](#)
 - You will be asked to record your Respect in Sport certificate number and upload a copy of your criminal record check.

BEFORE THE SEASON

ONCE YOU ARE ASSIGNED TO A TEAM

One of the most important activities to set the tone for the season is the pre-season player/parent meeting. Here is the sequence of actions that you need to take with the coach.

1. The Programs Coordinator will assign the coach to a team in Playmetrics.
2. The coach will contact you to introduce themselves and pick a tentative date for a pre-season meeting.
3. The coach or you need to attend SYSI Coach's Night to obtain important information about the season, including rules, tournament dates, etc.
4. Meet with head coach to determine expectations for player attendance, and arrival times for training and games.
5. Research possible tournaments (via SSA website - [Saskatchewan Soccer Association : Website by RAMP InterActive](#)) for discussion at meeting.

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6. Draft a team budget for discussion at the parent meeting (sample budgets attached). Drafting more than one scenario helps to guide discussion. Examples of budget expenses include:
 - a) Tournament fees (number agree at parent meeting)
 - b) Travel expenses (hotel & meals) for non-parent coaches for out-of-town tournaments
 - c) Keeper gloves
 - d) Misc. expenses (ice packs, additional first aid supplies, bank fees)
 - a) Coaches' gifts
 - b) Team wind-up
7. You should invite the parents to the pre-season meeting. Your coach should follow the agenda that is included in the appendix.

AT THE PLAYER/PARENT MEETING

1. Confirm all team roster information with parents (including all contact information). Report any discrepancies to the Programs Coordinator.
2. For players who ordered a uniform kit, let them know that they will be distributed prior to the first game. Blue practice jerseys must be worn to all practices (once received). **All teams must wear club approved apparel.**
3. Assist in ensuring that all managers, coaches, gender representatives and bench parents have completed the requirements to be on the bench. Encourage all parents to take the RIS course; it is easy to do and does not take a lot of time to complete. Benefits are many and are in the interests of providing our children a safe and enjoyable experience.
4. Ensure that all players and parents are aware of and adhere to Hollandia's Code of Conduct (found on website).

AFTER THE PLAYER/PARENT MEETING

1. Contact any families not at the meeting to go through the information from the meeting.
2. Coordinate with the Coach to pick up uniform kits and equipment from the Hollandia Equipment Coordinator.
3. Familiarize yourself with rules and regulations of the leagues (posted on SYSI website and distributed at Coach/Manager meeting).
4. Finalize the team budget and provide notification of the final team fees, including your preferred payment method, to the families. Collect fees and deposit in team account.
5. Ensure the practices and games are entered into Playmetrics correctly.

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DURING THE SEASON

RESPONSIBILITIES

1. Game Sheets for U11-U19

- Indoor season - Pick-up game sheets at the front desk at Henk Ruys and Saskatoon Soccer Centre
- Outdoor season – Home team responsible for printing off the game sheet and bringing to game
- Only registered Team Personnel members can sign the game sheets
- Cross out any players and team personnel who are not at the game
- Take a picture of the game sheet at the end of the game
- Managers and/or coaches must enter the score into Playmetrics within 24 hours
- SYSI will notify teams if there are any errors on the game sheet. Teams who are repeating offenders, could face fines which is the responsibility of the team to pay
- SYSI will enter scores into RAMP

2. Personnel Registration

- Each personnel member must register on RAMP
 - This includes all coaches, managers, and gender reps
 - Your team may get fined for each personnel member that does not register in RAMP before the start of the season
- Gender Reps must be identified before the season starts
 - Required for teams where all the coaches are of the opposite gender from the players; on the bench and in the change room
 - You will not be able to shoulder tap a parent at a game to fill in as they won't be registered in RAMP
 - Please email operations who your gender rep(s) is so Hollandia can get them registered with the proper certifications
 - Being a gender rep does not count towards volunteer time

3. Rule of Two Policy

- There must always be two screened, Respect in Sport and NCCP (National Coaching Certification Program) trained or certified coaches with an athlete
- One-on-one interactions are to be avoided
- Acceptable alternatives
 - 2 certified coaches (1 the same identified gender as the player)
 - 1 trained coach, 1 screened adult
 - 1 trained coach, minimum 2 athletes
- Manager should only sit on bench during games if there is no assistant coach or if all coaches are the opposite gender of team

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4. Reporting Incidents

- Athlete Protection Policy
 - Any incidents that may be considered inappropriate, unethical, or illegal behavior must be reported
 - Ensure that any major issues with discipline or parent concerns are reported first to the Director of Coaching and Player Development who shall inform the President.
 - For potentially illegal behavior:
 - Whether witnessed or leaned of, must be promptly reported to police and/or child welfare, as well as the Operations Director at Hollandia
 - For potentially inappropriate behavior:
 - Whether witnessed or leaned of, must be promptly reported to the Programs Coordinator at Hollandia

5. Permitting

- Teams can permit players from younger age groups/divisions for games
- Always look for Hollandia players before looking outside the club
- Familiarize yourself with the SYS rules;
 - City League Players can permit to either Alliance A or B in the same age group or one age group higher.
 - City League Players are limited to **three permits combined** per season to the Alliance league
 - Alliance League Players **cannot** permit to City League
- **Never call the players directly**; always communicate with the other team's coach and manager
- Provide ample notice
- Permitted players must play at least 30% of the game
- Players must be listed on the game sheet with a "(P)" by their name

6. Playmetrics

- You can create new events
- Games and practices will be entered for you
- If you subscribe to the calendar and the event is updated, the calendar will automatically update
- Keep track of attendance
 - Please update players attendance if they said they were attending but didn't attend
- Can add permit players to your roster for a game or tournament
- Enter game scores into Playmetrics within 24 hours of the game

7. Uniforms

- Uniform kits are purchased and kept to reuse each season
- Uniform kits include: Orange game jersey, blue practice jersey, blue shorts, blue socks
- Practice jerseys are used as an alternate in games where there is a conflict
- If you are playing another Hollandia team, the Home team will change to the blue practice jersey.

8. Volunteer Deposit

- Each Hollandia family pays \$150 per player at time of registration as a volunteer deposit.
- If the family completes 3 hours of volunteer time per player during the season, they will receive a credit on their RAMP account towards the next season.
- If 3 hours is not completed, the family will pay the volunteer bond again next season.

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9. Team Finances

- Distribute a copy of the budget to all the families on the team
- Budget Sheets are available if needed
 - Don't forget to consider costs such as social events and non-parent coach travel expenses
 - Team goalie gloves
 - Coach gifts

10. Ways & Means

- Hollandia program to help those families who need financial assistance
 - Can assist with team fees
- Can provide more information if required
- Club will supply the team manager with the required funds

11. Tournaments

- Register and make payments for tournaments as agreed at parent meeting.
- For out-of-town tournaments, arrange group reservations of hotel rooms for the team and arrange and pay for non-parent coach's hotel & meals.
- Manage fees and payments as required, being sure to keep accurate records of deposits and payments (retain all receipts).
- We encourage all Hollandia teams U9-U19 to register for the Hollandia tournaments
- Teams should not enter tournaments running on back-to-back weekends
 - Can be very tiring for the players
 - Players are also busy with school and other extra curricular activities
 - Weather conditions are factor for out-of-town tournaments
- Email operations@hollandiasoccer.ca with which tournament(s) your team has been accepted into
- Enter your team's tournament games into Playmetrics

12. Rescheduling Games or Practices

- Rescheduling a Game
 - If you have a game scheduled during a tournament you are attending, you will need to fill out the Rescheduling Form on the SYSI website [SYSI Rescheduling Form Survey](#)
 - There is a \$25 or \$50 fee to reschedule a game at the expense of your team
 - Must be filled out a minimum of 15 days before the scheduled game
- Rescheduling a Practice
 - A team can have a practice and a game on the same day, coach needs to adjust the load of the practice
 - If you need to cancel a practice, please let operations now 7 days in advance so we can reallocate that field time to another team
 - Hollandia will do our best to reschedule your cancelled practice

13. Loaning Players

- If you are contacted by another zone to borrow a player for a tournament:
 - Fill out the form found on our website: Club Info > Forms/Documents > Guest Player Release form. This is to transfer custody and care of the player to other zone and to release Hollandia for liability if anything happens.
 - Do not allow players to circumvent number of allowable tournaments by playing for

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another zone (Rest, Recovery and Regeneration Principles)

14. Social Media

- We encourage teams to take pictures and send them to us to highlight on social media
 - Send to: operations@hollandiasoccer.ca
 - Every player signs off on the release to use photos of our players on such sites as social media & our website
 - Never take pictures in the dressing room
 - Don't take pictures while on the bench – focus on the players

Photos and video of any sporting activity conducted in the public domain is legal and does not require permission from anyone

END OF THE SEASON

1. Prepare and circulate a statement of fees and expenses for the season as requested (see attached sample).
2. Refund any excess fees or collect for any outstanding expenses.
3. Coordinate with Coach to return all equipment to the Hollandia Equipment Coordinator.

GENDER REPRESENTATIVE

A female team with male coaching staff must have an adult female in attendance in the dressing room, on the bench, and at practices. A male team with a female coaching staff must have a male adult in attendance at the above mentioned events. These people are known as Gender Representatives and must also provide Criminal Record and Vulnerable Sector check, have complete Respect in Sport certification, Understanding the Rule of Two module, and be registered as a Gender Rep in RAMP. It is the responsibility of the manager to ensure they have the appropriate certifications. Please contact the Programs Coordinator if you require additional letters for the CPIC.

FIELD MARSHALL

The Field Marshall Program is intended to assign one individual from each team to speak up on behalf of the referee among their fellow parents/spectators. All U11-U19 teams are encouraged to designate an individual at each game (home and away) to act as a Field Marshall.

The Field Marshall is expected to act on behalf of the referee by reminding parents to keep their comments to themselves and refrain from vocalizing their complaints during the game.

It is not mandatory to have a Field Marshall, but it is recommended. The team manager can assign a Field Marshall for each game. The best way to do this is to go down the team roster and assign each family a game once the game schedule is released (do not assign families that are a coach or manager on the team). The Field Marshall should then be added to the game notes in Playmetrics.

For more information on the Field Marshall Program, see the SYSI website here: [Saskatoon Youth Soccer : Website by RAMP InterActive](#)

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APPENDIX

PARENT/GUARDIAN MEETING SAMPLE AGENDA

Welcome and Introduction

- Coach background as athlete, coach, parent, etc.
- Each person share name and something about themselves, sport related or otherwise

Coaching Philosophy

- Team Values
- Dealing with mistakes in competition
- Policy on playing time, missing practices, attendance

Goals and Hopes for the Season

- Coach's goals and hopes
- Parents' goals and hopes

Logistics

- Practice and game schedules
- Tournaments
- Budget
- Equipment
- Playmetrics

SAMPLE BUDGET

Hollandia - U17GB, Indoor 2024/25

Tournament – Hollandia	600.00
Tournament - out of town	900.00
Provincials	900.00
Coach accommodation	500.00
Extra practice time	1,100.00
Team Builders	350.00
Wind Up	200.00
Coach(es) appreciation	225.00
Total	4,775.00

Players: 17
Cost per player: \$280.88
Round up: \$285.00

CODE OF CONDUCT

As an affiliate of the Saskatchewan Soccer Association, Hollandia is committed to upholding the code of conduct as developed by the SSA. The full SSA Code of Conduct can be found on their website: http://sasksoccer.com/files/section_3_ppm_code_of_conduct_and_ethics_0116.pdf. We have included the parts related to team personnel, athletes and parents/spectators here for your reference.

1.8 Team Personnel

In addition to Articles 1.4-1.6, Team Personnel (which includes, but not limited to, all Coaches, Assistant Coaches, and Managers, Gender Representatives, Medical or other personnel in a position of influence on the athletes) have many additional responsibilities. The Team Personnel-athlete relationship is a privileged one and plays a critical role in the personal, sport, and athletic development of the athlete. Team Personnel must understand and respect the inherent power imbalance that exists in this relationship and must be extremely careful not to abuse it, consciously or unconsciously. Team Personnel will:

- a) Ensure a safe environment by selecting activities and establishing controls that are suitable for the age, experience, ability, and fitness level of the involved athletes
- b) Prepare athletes systematically and progressively, using appropriate time frames and monitoring physical and psychological adjustments while refraining from using training methods or techniques that may harm athletes
- c) Avoid compromising the present and future health of athletes by communicating and cooperating with sport medicine professionals in the diagnosis, treatment, and management of athletes' medical and psychological treatments
- d) Support the coaching staff of a training camp, provincial team, or national team, should an athlete qualify for participation with one of these programs
- e) Provide athletes (and the parents/guardians of minor athletes) with the information necessary to be involved in the decisions that affect the athlete
- f) Act in the best interest of the athlete's development as a whole person
- g) Respect other coaches
- h) Meet the highest standards of credentials, integrity and suitability, including but not limited to such considerations established by the SSA's Screening Policy
- i) Report any ongoing criminal investigation, conviction, or existing bail conditions, including those for violence, child pornography, or possession, use, or sale of any illegal substance
- j) Under no circumstances provide, promote, or condone the use of drugs (other than properly prescribed medications) or performance-enhancing substances and, in the case of minors, alcohol and/or tobacco
- k) Respect athletes playing with other teams and, in dealings with them, not encroach upon topics or actions which are deemed to be within the realm of 'coaching', unless after first receiving approval from the coaches who are responsible for the athletes
- l) Not engage in a sexual relationship with an athlete under 18 years old, or an intimate or sexual relationship with an athlete over the age of 18 if the Team Personnel is in a position of power, trust, or authority over the athlete

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- m) Recognize the power inherent in the position of Team Personnel and respect and promote the rights of all participants in sport. This is accomplished by establishing and following procedures for confidentiality (right to privacy), informed participation, and fair and reasonable treatment. Team Personnel have a special responsibility to respect and promote the rights of participants who are in a vulnerable or dependent position and less able to protect their own rights
- n) Dress professionally, neatly, and inoffensively
- o) Use inoffensive language, taking into account the audience being addressed
- p) Act professionally at all times
- q) Act in a sportsmanlike manner and not display appearances of violence, foul language, or gestures to other athletes, officials, coaches, or spectators.

1.9 Athletes

1.9.1 In addition to Articles 1.4-1.6 athletes will have additional responsibilities to:

- a) Report any medical problems in a timely fashion, when such problems may limit their ability to travel, practice, or compete; or in the case of carded athletes, interfere with the athlete's ability to fulfill requirements under the Athlete Assistance Program
- b) Participate and appear on-time, well-nourished, and prepared to participate to their best abilities in all competitions, practices, training sessions, tryouts, tournaments, and events
- c) Properly represent themselves and not attempt to participate in a competition for which they are not eligible by reason of age, classification, or other reason
- d) Adhere to the SSA's rules and requirements regarding clothing and equipment
- e) Never ridicule a participant for a poor performance or practice
- f) Act in a sportsmanlike manner and not display appearances of violence, foul language, or gestures to other athletes, officials, coaches, or spectators
- g) Dress in a manner representative of the SSA; focusing on neatness, cleanliness, and discretion
- h) Act in accordance with the SSA's policies and procedures and, when applicable, additional rules as outlined by coaches or managers
- i) Act in a sportsmanlike manner and not display appearances of violence, foul language, or gestures to other athletes, officials, coaches, or spectators

1.11 Spectators and Parents

1.11.1 In addition to Articles 1.4-1.6 parents and spectators will have additional responsibilities to:

- a) Encourage athletes to play by the rules and to resolve conflicts without resorting to hostility or violence
- b) Never ridicule a participant for making a mistake during a performance or practice
- c) Provide positive comments that motivate and encourage participants' continued effort
- d) Respect the decisions and judgments of officials and encourage athletes to do the same
- e) Respect and show appreciation to all competitors, and to the coaches, officials, and other volunteers who give their time to the sport
- f) Act in a sportsmanlike manner and not display appearances of violence, foul language, or gestures to other athletes, officials, coaches, or spectators
- g) Keep off the training or competition area and not interfere with any activities.



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