



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 SYSI.

MANAGER DUTIES

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

COMMUNICATION

Your duties include communicating with parents by calling team meetings, distributing team roster information, and communicating game/practice information to players and parents. Hollandia uses TeamSnap software to help keep our teams organized, and the managers are the primary people updating the team information. Managers also act as the primary point of contact for parents wishing to schedule meetings with the coach.

Managers are responsible for completing and submitting the game sheets to SYSI after each game in the outdoor season. 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.

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 practice jerseys, tournament fees, and coach appreciation gifts. 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. As well, the manager is responsible for collecting both uniform deposit and volunteer deposit cheques at the beginning of the season. It is strongly recommended that the manager open a bank account for the team.

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GETTING STARTED

RESPECT IN SPORT & CPIC REQUIREMENTS

Please note that the provincial governing body for soccer, the Saskatchewan Soccer Association (SSA), requires that all coaching staff (including assistant coaches), managers, and bench moms whose names appear on the game sheet or will be in dressing rooms be in possession of a current (within the last 2 years) Criminal and Vulnerable Sector clearance. All of these individuals must also have completed the Respect in Sport Course which is available online at: <http://www.sasksport.sk.ca/RiS/>

Hollandia provides a letter that can be taken to the police station to obtain a CPIC clearance. This letter is available at the Coach/Manager meeting that Hollandia hosts at the beginning of the season. The Co-ordinator responsible for your team (Male, Female, or Mini) will ensure you receive a copy of this letter as needed if you are unable to attend this meeting.

You will need to register on GoalLine, the same place you registered your child to play, as team personnel. This is where you record your Respect in Sport certificate number and the date of your criminal record check. You need to email a scan or clear photo of your criminal record check to cpic@hollandiasoccer.com.

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 Male/Female Coordinators will email out the team assignments to the coach.
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 the schedule, rules, and list of tournaments that are offered.
4. Meet with head coach to determine expectations for player attendance, and arrival times for training and games.
5. Together with the head coach, determine the appointment of the team's Culture Keeper. This may be the manager or another individual. Remember, the Culture Keeper needs to be seated in the stands, and not on the bench. Please refer to the appendix at the end of this document.
6. Research possible tournaments (via SYSI website) for discussion at meeting.
7. 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) practice jerseys
 - c) travel expenses (hotel & meals) for non-parent coaches for out of town tournaments

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- d) misc. expenses (ice packs, additional first aid supplies, bank fees)
 - e) coaches' gifts
 - f) team wind-up
8. 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 Registrar.
2. Collect \$50 uniform deposits (cheque only, made out to H.I.S.C.). These deposits are to be held by the Manager until uniforms are returned at the end of the season. Dates for the cheques are to be March 15 for indoor season and July 15 for outdoor season.
3. Collect the volunteer fee (one \$100 fee per family per season). All cheques should be collected and forwarded to the Volunteer Coordinator within 2 weeks. Uniforms are not to be provided until the volunteer and uniform deposit cheques are received.
4. Collect uniform sizes for all players, to request uniforms from the Equipment Coordinator and to order practice jerseys. **Please note**, the practice jerseys to be used are blue. They are to be numbered in orange, and have no names on the back. **All teams must wear club approved apparel.** If a team is interested in ordering alternate club approved jerseys in white, they may do so at their own expense through the Soccer Locker. These jerseys may only be numbered in orange and, per club policy, cannot have any names on them. **No third party sponsorship may appear on club uniforms.**
5. Assist in ensuring that all managers, coaches and bench parents have obtained Respect in Sport Certification and have valid Criminal Record checks. 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.
6. 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. Request and pick up uniforms 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 to the families. Collect fees and deposit in team account.
5. Ensure the practices and games are entered into Team Snap correctly.

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DURING THE SEASON

FINANCES

1. Register and make payments for tournaments as agreed at parent meeting.
2. Manage fees and payments as required throughout the season, being sure to keep accurate records of deposits and payments (retain all receipts).

COMMUNICATION

1. Act as liaison between the coaching staff and parents
2. Keep track of attendance at practices and games through monitoring TeamSnap. Alert the coach when attendance for a game will be low and may require call-ups from other teams.
3. Complete game sheets and ensure permit players are accurately recorded
4. Ensure that suspended players do not participate in games
5. Contact other Hollandia coaches to borrow players as required – based on rules and regulations of the league and the club
6. After each game, record results on TeamSnap
7. For outdoor season, notify SYSI of game results as instructed by SYSI. At the indoor season, this is the responsibility of the ref.
8. Update Team Snap with schedule changes in a timely fashion
9. Act as chaperone with players during travel, training and games as necessary (manager should only sit on bench during games if there is no assistant coach or if all coaches are opposite gender of team).
10. Assist coach in maintaining discipline and report any behavioral issues contrary to Hollandia's Code of Conduct.
11. 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.
12. For out-of-town tournaments - arrange group reservations of hotel rooms for team and arrange and pay for non-parent coach's hotel & meals.

END OF THE SEASON

1. Collect all uniforms from players, ensure they are washed, and return with equipment as required by Hollandia Equipment Manager.
2. Prepare and circulate a statement of fees and expenses for the season as requested (see attached sample).
3. Refund any excess fees or collect for any outstanding expenses.
4. Turn in any uniform deposit cheques for uniforms not returned to the Hollandia club Registrar.

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GENDER PROVISIONS

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 commonly known as “Bench Moms and Dads” must also provide Criminal Record and Vulnerable Sector checks and have complete Respect in Sport certification. As these individuals do not register as Team Personnel on GoalLine, it is the responsibility of the manager to ensure they have the appropriate certifications. Please contact your Co-ordinator if you require additional letters for the CPIC.

CULTURE KEEPER

Every parent and guardian plays an important role in maintaining a fun and positive environment for their kids playing sports. This is especially true during games, when the coach’s focus is on the team. An appointed “Culture Keeper” helps generate and maintain positive behavior among parents and other fans on the sidelines or in the bleachers. This position assists the coach and league leaders by actively setting a good example and guiding other fans.

One way in particular a Culture Keeper may be used is to uphold the team’s cultural goals. For example, there are many instances of parents yelling at officials when they perceive a bad call. This negative response is disrespectful to the officials and referees, who are doing the best they can at their job. A Culture Keeper who recognizes this behavior from other parents might gently remind them that their team or league standard is Honor the Game, which includes respecting officials. With the help of the Culture Keeper, coaches can focus on the important aspects of the game, and players will be less distracted (or embarrassed!) by sideline negativity.

For more on the role of the culture keeper, please consult the following document:

https://drive.google.com/open?id=0B-lfH_wRan9cZklyT3VuZUk3SjA

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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
- Teamsnap
- Culture Keepers/Field Marshals? And completion of criminal and vulnerable sector checks and RIS.

SAMPLE BUDGET

Hollandia - U16D2, Indoor 2016/17

Tournament – Hollandia	500.00
Tournament - out of town	450.00
Provincials	500.00
Coach accommodation	500.00
Turf fees	1,400.00
Team Builders	250.00
Wind Up	100.00
Coach(es) appreciation	225.00
Total	3,925.00

Players: 17
Cost per player: \$230.88
Round up: \$235.00

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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WINTER IS COMING