

HORNETS LACROSSE ASSOCIATION TEAM MANAGER GUIDE



Table of Contents:

The Role of the Team Manager	2
First Parent Meeting	3
Code of Conduct	4
Team Funds	5
Team Budget	5
Raffles – AGLC Information	7
Icebreaker	7
Game and Practice Schedule	7
Dressing Room	8
Resolution of Team Disputes	8
Concussion Awareness Training Tool (CATT)	9
Medical Information	10
Team Contact List	10
Calgary District Lacrosse Association (CDLA)	10
Game Procedures	11

Exhibition Games	11
Playoff Games	12
Tournaments	12
Bench Staff Registration & Requirement	13
Coaches, Players and Use of Affiliates (Exemptions & Releases)	14
Volunteer Requirements	14

The Role of the Team Manager

On behalf of the Calgary Hornets Lacrosse Club, we want to thank you for volunteering to be a Team Manager. Your role is essential to a successful lacrosse season for your team!

As the team manager, you are the primary point of contact for families, ensuring the smooth operation of the teams off floor administration. This will allow our coaches to focus on on-floor activities. You serve as the key link between the team, the coaches, the club and the Calgary District Lacrosse Association (CDLA). Ultimately, the responsibility for completing all off-floor tasks lies with our team managers. Therefore, it is crucial to stay connected with your parent volunteers and follow up to ensure that all duties are carried out.

This guide, along with the quick links available on the Hornets website under the 'Manager' tab, have been designed to support your role. Please take advantage of these resources and if you need assistance, do not hesitate to contact your division coordinators. Calgary Hornets Lacrosse is committed to making this a positive experience for you!

The first rule of being a team manager is to DELEGATE! Assign tasks and responsibilities to your trusted parent volunteers. This simple approach will not only foster team bonding but can also make your role as manager much easier.

As a manager you will want to establish a primary relationship with the Head Coach. Discuss your role and expectations on both sides. This will vary between each coach

and each level. It is important that the manager and head coach work collaboratively. Ultimately, the head coach is responsible for the overall operation of the team.

You will receive a 'Team Level Volunteer Position Form' which will outline all approved volunteer opportunities at the team level. More information about this document can be found in the 'volunteer requirements' section of the manual.

It is encouraged that the team manager to be responsible for the behind the scenes responsibilities and activities including but not limited to:

- Liaison between the coach and parents
- Administering team monies and organizing team fundraising (can be done by Treasurer as well)
- Organizing exhibition games, tournaments, extra floor time (if desired) (can have a volunteer as well)
- Game sheet reporting (can have a volunteer for this role)
- Relaying floor times to the parents
- Distribute and collect Medical Information Forms for each player
- Distribute and collect Code of Conduct Forms for team, coaches and parents. These are kept with you and destroyed at the end of the season.
- Monitor completion of CATT and forward certificate to Executive Director
- Familiarize yourself with the Hornets Policies located on the website

It is the team manager's responsibility to ensure that the off-floor operations run smoothly for the team and as such, it is expected that all team decisions are done in a collaborative manner and that all team members have the opportunity to be heard and provide input. Team decisions must have approval and support of the majority of the team members.

Thank you once again for your commitment and we look forward to an incredible season ahead!

First Parent Meeting

It is very important that each team host an initial meeting with the coaches and parents of the team very early in the season. It is helpful to send out a parent survey prior to the team meeting so the results can be discussed at the meeting itself. It is highly recommended that minutes are taken, recorded and shared with the team. Be sure to discuss the following at the meeting:

- a. Introduction

- b. Coaching Overview: Have the head coach provide information on the goals and objectives for the season and his credentials and philosophy.
- c. Outline Team Rules/Expectations
- d. Expected time to arrive prior to games/practices.
- e. Expected behavior of players.
- f. Parent access to the dressing room before and after games.
- g. Dress code if decided by team/coach.
- h. Code of conduct for the players, parents, and coaches.
- i. Budget
 - To operate a successful season the team will require funds for numerous items including but not limited to - tournaments, extra field time, exhibition games, team social activities
 - Hornets highly encourages teams to use a questionnaire to come up with team feedback to establish a team budget.
 - Please ensure the team has reviewed the team financial policy prior to making any decisions
- j. Fundraising
 - This is a decision to be made at team level lead by the fundraising coordinator. In the absence of a fundraising coordinator, the team manager will assume this role
 - Possible fundraising ideas can be discussed such as; cash call, corporate sponsorship, bottle drive, silent auctions raffle etc.
- k. Tournaments
 - The team needs to decide on the number of tournaments it will attend in total, and how many of these could be an out-of-town tournament.
 - **Each year the Hornets try and pre-register teams into one tournament (this may change yearly depending on availability, connect with the Tournament Director to see what tournament your team is attending)**
- l. Communication
 - The Calgary Hornets provide all teams with access to RAMP and it is expected that this is the primary means of communication. This outlines the teams schedule, including practice times and games, social events and fundraising opportunities. It offers the opportunity to send chats to the team and to track attendance.
- m. Volunteers & Volunteer Bond
 - Please review the Hornets Volunteer policy that outlines volunteer expectations
 - There are a variety of team level positions that will promote the success of the

season for the team. Team members are reminded that in order for the team to operate successfully for the duration of the season, each member's support is needed and appreciated

- n. Opportunity for Q & A

Code of Conduct

Code of Conduct Forms must be collected from all Coaches, Parents and Players.

The manager will be responsible for keeping these forms with them to have on hand at all games. It is essential that Coaches, parents and players read and sign the forms and adhere to this code of conduct throughout the season.

The forms can be found on our website under the Manager's Tab. It is recommended that the Head Coach review the Player Code of Conduct with their players. Players at the U7 and U9 do not need to sign but should be reviewed with them by the coach.

Lacrosse is no different than other sports and we all need to do our part to ensure that our players are respectful on the field and in the locker room but also that our parents are respectful in the stands and particularly to the coaches and officials. Whether we agree with them or not, basic human decency and fair play/communication is expected – our behaviors showcase and represent our club. Any issues with parents should be escalated to the division coordinator immediately.

- Use of obscene or vulgar language in a boisterous manner to anyone at any time
- Taunting of players, coaches, officials, or other spectators by means of baiting, ridiculing or threatening of physical violence
- Any actions that inhibit the viewing pleasure of other spectators
- Throwing of any object in the spectators' viewing area, player's bench, penalty box or on the playing surface, directed in any manner as to create a safety hazard; or
- Unwarranted or unwanted physical contact.

Team Funds

The team manager and/or team treasurer are responsible for collecting, banking and disbursing team funds. This is done by establishing a team bank account, collecting funds needed from parents (usually through a cash call) and paying from this account for exhibition referees, additional floor time, tournaments, social functions, etc.

In your initial team meeting your parent group may choose to do a cash call to cover any additional reasonable costs incurred by the team. If so, it should be made clear that the cash call is voluntary and is for extras that go over and above what the Hornets and the CDLA provides. A cash call should also be viewed as a sort of loan that the parents provide to help kick start your season before fundraising starts with an expectation that it is to be returned to the team providing the budget can account for that.

If you are on a team with a non-parent coach, please contact the Executive Director for further information on what the Hornets will cover.

Please refer to the Team Expense Policy under the About the Hornets Tab/Hornets Policies for more information.

Team Budget

Each team is responsible for arranging for the opening of their own team bank account. Please contact our Executive Director for a letter from the Hornets that the team manager and treasurer will need to open the team bank account. Please provide the following information:

Team name, manager name, treasurer name, bank name and address

This team bank account should be reconciled each month by the treasurer and approved by the team manager to ensure oversight of the bank account is by more than one individual.

- The budget template is found on the Hornets website under the manager tab
- The team budget must be approved by all team members and adhere to the Hornets Team Financial Policy, available on the website

Each team is required to provide a balanced operating budget, including revenue and expenditure, based on team activities agreed to through a parent meeting and/or a parent survey. The budget may include the following, but not limited to:

- Additional floor time
- Tournament fees and expenses
- Player development
- Team apparel
- Travel costs
- Team socials (note: team funds should never be used to purchase alcohol)

A team wishing to purchase additional activities/items not included in registration fees, must have a budget not exceeding \$7,500. A budget over \$7,500 will require approval from the executive of the CALGARY HORNETS LACROSSE board of directors. The executive may request a review of team financials at any time.

The team budget must be provided to all team families and approved by a three-quarter (3/4) majority where all families have voted on the budget.

- If a family is struggling financially, use the utmost discretion and reach out to the VP Admin or Executive Director for assistance
- If the team has a surplus of money at the end of the season, you may refund the families who responded to the cash call up to the same amount provided to the team. It is highly recommended that all attempts be made to refund any funds collected or cash calls collected. The decision not to must be agreed upon by the team
- Any funds remaining in the bank account at the end of the season should be spent as per AGLC regulations, team decisions or donated to charity as determined by the team. No team funds should be remaining in the bank account at the end of the season and the account is to be closed

Raffles – AGLC Information

Hornet teams need to apply for their own raffle license for any gaming/raffle under \$10,000. Teams can apply for AGLC number and raffle license using the following steps

1. Click [Raffle: \\$20,000 and less | AGLC](#)
2. Fill out applications 'eligibility for raffle license' and 'internet account request'
 - ADLC ID# , leave blank
 - Groups Full Name , Hornets U15 B1
 - Address , fill in the personal address of the raffle chairperson
 - Number of voting members , number of parents on your team
3. Send forms to AGLC via mail, fax or email
4. AGLC will contact you in 3 to 5 business days with your user ID and password
5. To obtain a license, go to www.aglc.ca and click 'log in'
6. Type in your user ID and password
7. Fill out the necessary information for your license

This process will have to be completed each year, by the team manager or fundraising coordinator for their specific team. If you have any questions, please call AGLC at 1-800-272-8876

It is the team manager's responsibility in collaboration with the fundraising coordinator and treasurer to ensure all AGLC funds are used in alignment with the AGLC regulations. Please also inform the Hornets Treasurer of any AGLC licenses you are obtaining.

Icebreaker

Icebreaker is a Hornets coordinated tournament across all age divisions and are pre-season games that will take place each year. Typically at the middle to end of April.

Information, such as dates and game times, team basket donation will be communicated at the beginning of the season by the Hornets Tournament Director via email directly or through your division coordinators.

Each team will be playing one exhibition game and it will either be against your sister team if there are two teams in a tier, or a visiting team from another club.

Game and Practice Schedules

The manager is responsible for keeping the team informed of game and practice schedules along with additional team events throughout the season. The easiest method of communication is through your RAMP chat/events. Practice and game schedules will be available on the CDLA website and updated on your Hornets mini website.

The manager should be responsible for ensuring that all players are made aware of the team's schedule for the next month.

The CDLA sets the practice schedule as well as the game schedule for the regular season as well as playoffs. This, plus any team events, should be put together and communicated to the team. Once floor times have been issued, teams are responsible for using them. If your team has a conflicting event, you are responsible for ensuring it doesn't go unused.

Dressing Rooms

After U11, it is unlikely that parents need to be in the dressing rooms with their players. Depending on size of dressing room, please try to limit the number of parents to one to make sure there is enough room for players and coaches to move around safely. Any bench personnel that has completed their VSS will be allowed in the dressing room. The RULE OF TWO is always required to ensure player safety – this ensures that a player is not left alone with a coach or out-of-sight with a child. One of the bench staff must always be of the same gender as the player.

Resolution of Team Disputes

Occasionally disputes arise within a team over issues such as behavior, discipline, equal floor time, quality of the program provided by the coaches, etc. The parents should bring their concerns to the team manager who should work with the coach and parents to resolve the issues.

If the team manager and coach can not resolve the problem, they should contact their division coordinator who will assist in resolving the issue or advise them on next steps for appropriate action.

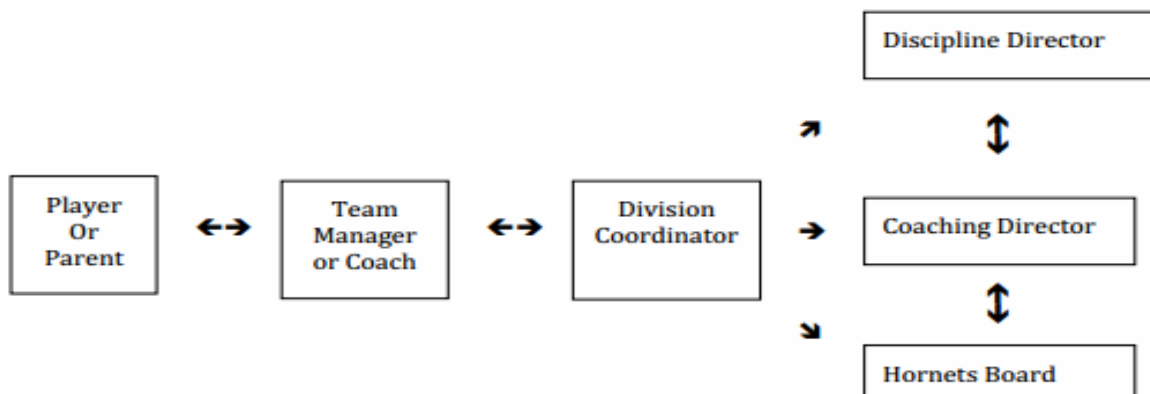
If satisfactory solutions can still not be found at the team level or with the division coordinator, then the issue will be escalated as appropriate in keeping with the outlined flow of communication.

When considering a conflict or issue, all members are reminded to adhere to the 24-hour rule, the information presented in the Respect In Sport course.

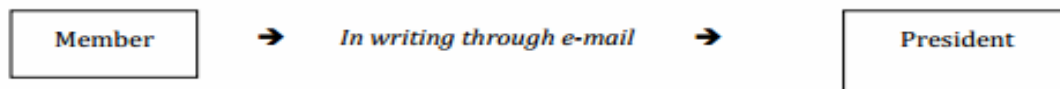
Please familiarize yourself with the Flow of Communication within the Hornets Association and refer to the Hornets Code of Conduct and Discipline Policy on the Hornets website for further details. The communication flowchart can be found below and on the Hornets website under the manager tab

We also ask that managers and coaches use our incident support form when it comes

General Communication / Issues



Issues Requiring Privacy



The President will serve as a neutral party to help solve problems and resolve conflict, by facilitating conversation among those involved and jointly working towards a solution.

to connecting with the board so it can be addressed in a timely matter ..

<https://forms.gle/ozNLna7GGJsEA2P39>

Concussion Awareness Training Tool (CATT)

All NEW Coaches and team trainers will be required to take the online concussion awareness-training tool (CATT) at the beginning of each season. It is a 40min online course that issues them a certificate upon completion. We require recertification every 3 years.

Please ensure that this course is completed, collect the certificates and forwarded to the Executive Director, by May 30. A link to the course can be found on our Hornets website under the Coach and Trainer Tabs.

Medical Information

Each player will receive a medical form from the manager. The completed forms will be kept by the team manager and trainer in a sealed envelope and will be available at all times in the event of an emergency. Managers will have access to this form and should familiarize themselves with any important medical information related to each player in case of an accident or injury when a parent is not in attendance. These are kept by the team trainer or manager and will be destroyed at the end of the season.

In the event of an incident, Lacrosse Canada Head Injury forms are available on the Hornets website, accessed under the manager tab.

Team Contact List

A team list needs to be developed and distributed to parents as early in the season as possible. This list may include: player's name and jersey number; home phone number; home address; parent's names and cell numbers; email address; and volunteer positions. Encourage parents to update their profile on RAMP to include cell phone and email for communication and emergency purposes. It is essential that all personal information is confirmed before being distributed.

It is also recommended to have a parent create laminated wallet size "cheer card" with player names/jersey numbers/parent's names instead of just RAMP. A template for the cheer card can be found on the Hornets website under the manager tab

Calgary District Lacrosse Association (CDLA)

CDLA has a website at www.calgarylacrosse.com which you are encouraged to access frequently to get the most up-to-date information on key dates, schedules, current standings, tournament information, travel permits, etc. The CDLA Rulebook and many relevant forms are also available from the website.

Please take the time to familiarize yourself with the Manager Resources CDLA link that can be found on the Hornets website under the manager tab

Game Procedures

CDLA has moved to online game sheets

Box Responsibilities

Home Team: Game sheet, shot clock, home penalty box

Visiting Team: Time clock, visitor penalty box

Home team must wear dark jersey. If jersey colors conflict, the home team must change to a distinctive color. Visiting teams should notify the home team in advance if they do not have a light jersey. If the home team only has one jersey set, they should bring alternate-color pinnies. As a courtesy, if the visiting team has two jersey sets and the home team only has one, the visiting team is encouraged to change jerseys where possible

Find everything having to do with filling out RAMP game sheets, game sheet APP, game results reporting procedures on the Hornets website under the managers tab

EXHIBITION GAMES:

The CDLA needs to "sanction" all exhibition games. This is done by having teams/clubs submit their exhibition games to the CDLA and adding them to the CDLA RAMP website schedule. When we do it this way, the exhibition game will show on the club website schedule. These games are then exported in the proper format and send it to the ALRA so it can be imported into the Arbiter (Referee) System.

The procedure for Exhibition Games is:

1. Email the CDLA office (melinda@calgarylacrosse.com) with the game details - include Age Group, Division, Home Team, Visitor Team, Date, Time and Location.
2. CDLA Office will verify that team rosters are setup for the requesting teams.
3. CDLA office will enter exhibition game into CDLA website schedule.
4. CDLA Office will supply referees with properly formatted file so it can be setup in Arbiter (with copy to the CDLA RIC).

**** Only games that appear as exhibition games on the CDLA website are sanctioned games****

Other notes on exhibition game procedures:

* We will assume that the team requesting is the HOME team and they will be charged for the game.

* The ALRA stipulates that games must be requested more than 72 hours in advance (6 days) for them, so they should be submitted to the CDLA at least one week in advance so we have time to verify rosters and set up schedule.

* Standard referee fees and mileage will apply.

PLAYOFF GAMES:

Most divisions have all teams playing in playoffs, ensure your team is aware of the date range this occurs in despite standings. The exact schedule is not released by the CDLA until it is close to playoff time. This can be found on the CDLA website.

Overtime is allowed during playoffs. Teams should also be aware that if they win their division, they are obligated to go to provincials (usually second week in July) or the organization receives a penalty fee.

Tournaments

Each year the Hornets Tournament Director works hard to register all teams from U9 to U17 (except 'A' teams) in one tournament in Alberta (within Calgary or out of town).

Teams can then look to register in additional tournaments after the Hornet Registered Tournaments have been distributed. ALA sanctioned tournament listings can be found on the ALA website <http://www.albertalacrosse.com/>

If you are attending a tournament outside of Alberta, you need to ensure that you obtain a travel permit (see information below)

If you are attending an out-of-town tournament, please notify the Executive Director and Tournament Director, so the association is made aware if we have teams heading out-of-town. We will then let the CDLA know so any games that were scheduled can be re-scheduled. Practices are not rescheduled. It is the team's responsibility to find another team to trade the practice floor time with.

*** Reminder that for all tournaments entered (including out of province and out of town) – game sheets must be submitted as per CDLA and ALA rules.

TRAVEL:

1. Travel within Alberta: No CDLA or ALA Travel Permit required or fee paid
2. Travel within Alberta: Team must notify the Executive Director who will advise the CDLA (Executive Director)

3. Upon their return the Team must submit all tournament game sheets to the CDLA. Suspensions follow through to league play if not fully served during the tournament
4. Travel outside Alberta requires an ALA Travel Permit (see below). Copy of permit must be submitted to our Executive Director/President and CDLA (Executive Director/President)
5. Travel Permit Request must be submitted to the ALA office 15 days prior to the departure date complete with a \$75 cashable cheque AND a \$250 bond cheque. A non-refundable late filing fee of \$75 applies to all teams failing to file the permit on time.
6. Upon return to Alberta, all copies of game sheets must be filed with the ALA office within 5 days. The \$250 bond cheque will be returned upon filing the game sheets. Failure to submit game sheets will result in cashing of the bond cheque. Please read the ALA Travel Permit Authorization carefully and follow all steps.
ALA Travel Permit (outside Alberta only) - [click here](#)

Bench Staff Registration & Requirements

To be allowed on the bench and on game sheets, ALL BENCH STAFF, including coaches, assistant coaches, trainers and managers must register in RAMP every season.

Please go to the link that can be found on the Hornets website under the managers tab

Log in, click on "Coach/Staff Registration"

Choose the season, the registrant and the age division.

Sign the waiver

As bench staff, you are required to first sign the Confidentiality Policy located on the Hornets website under the managers tab. If you already have an up-to-date VST (Vulnerable Sector Search) you can share it with our Executive Director and upload in RAMP. If you do not, please contact our Executive Director to obtain a code. Then head to the Calgary Police Site to apply for the VSS. There is no cost to you as the Hornets have paid for this service in advance. You will need a specific letter from the Hornets which you will also obtain from the Executive Director.

(Your team treasurer must also complete the confidentiality agreement and do a background police check, information to be found on the Hornets website)

Trainers must be able to provide certified/accredited first aid and CPR or be in an appropriate professional designation such as a medical physician, firefighter, EMS or nurse. They are encouraged to attend all practices and must be on the bench for games.

A first aid kit is supplied to all teams and given to the coaches with other equipment at the beginning of the season.

Coaches, Players and Use of Affiliates (Exemptions & Releases)

Each team may formally register a maximum of five adults including coaches, trainer and manager on their official roster. Although up to five registered adults may be on the bench during games, generally the benches don't have room for more than three. The additional adults can then substitute when one is absent.

It is now mandatory for coaches in Calgary to attain some degree of coaching certification according to the age group of their team. Please contact the Coaching Director regarding questions about the requirements for coaching certification.

Only officially rostered players may be on the bench during a game. If a player is injured, they may sit on the bench as long as they wear a helmet.

You may use an approved affiliate player if one of your players is injured, ill or away **but not if you have a suspended player**. The procedure for calling up an affiliate is that the Coach or Manager will contact the Coach of the affiliate player's team and discuss the situation with them. If all are all in agreement, the player may play in the designated game. Please note that there are restrictions as to how many games an affiliate may play for the designated team.

**Please familiarize yourself with the CDLA rules and regulations surrounding use of affiliates, exemptions and releases

Volunteer Requirements

Each family member is responsible for either contributing 100 points per registered player, up to a maximum of 200 points per family, or paying a non-volunteer fee at time of registration.

Various volunteer duties carry different point values and it is the volunteer coordinators responsibility to keep track of assigned volunteer positions and by June 15, provide the Executive Director with your team list showing the completed, or incomplete volunteering.

Please start by setting up a list of what jobs need to be done on your teams for the season and keeping track of the hours, they are working. You can find a list of team jobs and point values on the Hornets website. If you are unsure as to whether someone has completed their volunteering or is a coach, manager, trainer, on another team, please contact the Executive Director.

Please note that some families will have chosen not to volunteer and they have paid the non-volunteer fee at registration. If you are unsure, please contact the Executive Director for confirmation.

****It is recommended that positions are assigned at the first parent meeting.**

Please note that Coaches, Manager, Volunteer Coordinator, Trainer, Board Members, Division Coordinators, Camp Coordinator covers volunteering for two players – family maximum. Confirm if a family on your team is volunteering on another team for one of these positions, please contact the Executive Director for confirmation.

If you have any parents that DO NOT COMPLETE THEIR volunteering as required, you can remind them that we will be in touch regarding payment of the volunteer bond.

PLEASE CONTACT the Executive Director - IF ANY ISSUES arise REGARDING required VOLUNTEERING DUTIES.