



# Kerry Park Minor Hockey Association

## Team Manager's Manual

Congratulations and thank you for taking on the very important job of 'Team Manager'. The Team Manager is the central figure in creating the flow of communication within the team (players, parents, and coaches), and also between the team and the other departments within KPMHA (referees, division coordinators, and ice scheduler).

The manager is responsible for ensuring that all of the off-ice tasks are completed. By taking on the operational aspects of the team the manager enables the coach to focus on player development and on-ice instruction. The manager cannot do all of the work; delegating to others on the team will help build team unity and reduce their work load.

The Head Coach and Team Manager need to work closely to carry out the tasks that need to be completed for the success of the team. This manual provides all of the information the manager will need to run the team smoothly. The Team Manager must also be familiar with the KPMHA's web site and Policies & Procedures.

*Updated November 12, 2022*





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## Contacts

### KPMHA

Title	Name	Email Address
President	Shane Kendall	<a href="mailto:president@islanderhockey.ca">president@islanderhockey.ca</a>
Registrar	Pam Kendall	<a href="mailto:registrar@islanderhockey.ca">registrar@islanderhockey.ca</a>
Vice President of Operations	Phil Downie	<a href="mailto:VP@islanderhockey.ca">VP@islanderhockey.ca</a>
Vice President of Admin	Michele Taron	<a href="mailto:VP-admin@islanderhockey.ca">VP-admin@islanderhockey.ca</a>
Ice Scheduler	Michele Taron	<a href="mailto:VP-admin@islanderhockey.ca">VP-admin@islanderhockey.ca</a>
Head Coach/Competitive Coordinator	Darren Van Oene	<a href="mailto:HC@islanderhockey.ca">HC@islanderhockey.ca</a>
Referee in Chief	Daryn Martiniuk	<a href="mailto:RIC@islanderhockey.ca">RIC@islanderhockey.ca</a>
Gaming & Fundraising	Marsha MacMurchy	<a href="mailto:gaming@islanderhockey.ca">gaming@islanderhockey.ca</a> <a href="mailto:sponsorship@islanderhockey.ca">sponsorship@islanderhockey.ca</a>
Risk/Equipment Management	Steve MacDonald	<a href="mailto:equipment@islanderhockey.ca">equipment@islanderhockey.ca</a>
Junior Divisions & Female Director (U7, U8 and U9)	Nate Boersen	<a href="mailto:junior@islanderhockey.ca">junior@islanderhockey.ca</a>
Intermediate Divisions Director (U11 and U13)	Suzanne Rourke	<a href="mailto:intermediate@islanderhockey.ca">intermediate@islanderhockey.ca</a>
Senior Divisions Director (U15 and U18)		<a href="mailto:senior@islanderhockey.ca">senior@islanderhockey.ca</a>
Treasurer	Elie Kozma	<a href="mailto:treasurer@islanderhockey.ca">treasurer@islanderhockey.ca</a>
Game Sheet Director	Anthony Bone	<a href="mailto:gamesheets@islanderhockey.ca">gamesheets@islanderhockey.ca</a>
Social Media/Website	Marsha MacMurchy	<a href="mailto:marketing@islanderhockey.ca">marketing@islanderhockey.ca</a>
Secretary	Michelle McComb	<a href="mailto:secretary@islanderhockey.ca">secretary@islanderhockey.ca</a>
Ref Assignor	Raina Bennefield	<a href="mailto:refs@islanderhockey.ca">refs@islanderhockey.ca</a>

### VIAHA

<http://www.viaha.org/contacts/index.php>

#### Commissioners/League Directors: Island League:

U13 Director	Cam Paton	<a href="mailto:mrcampaton@gmail.com">mrcampaton@gmail.com</a>
U15 Director	Anne Dumonceaux	<a href="mailto:adumonceaux@telus.net">adumonceaux@telus.net</a>
U18 Director	Steve Moir	<a href="mailto:ric.smoir@gmail.com">ric.smoir@gmail.com</a>

#### U11 Development:

Commissioner	Colleen Norton-Jones	<a href="mailto:u11devhockey@gmail.com">u11devhockey@gmail.com</a>
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#### South Island Recreation:

U11 Commissioner	Sheryl Williamson	<a href="mailto:sherylshockey@gmail.com">sherylshockey@gmail.com</a>
U13 Commissioner	Robin Lam	<a href="mailto:SIU13hockey@gmail.com">SIU13hockey@gmail.com</a>
U15 Commissioner	Jessica Horne	<a href="mailto:u15sicommissioner@gmail.com">u15sicommissioner@gmail.com</a>
U18 Commissioner	Jessica Horne	<a href="mailto:u18sicommissioner@gmail.com">u18sicommissioner@gmail.com</a>





## Important VIAHA dates

[http://www.viaha.org/important\\_dates/index.php](http://www.viaha.org/important_dates/index.php)

## Meeting with the Head Coach

As soon as possible have a meeting with the team's head coach (assistant coaches should attend too) and go over with them on how they would like to see the team organized so that you can relay this to the parents. It is important to have a good working relationship between the manager and the coaches in order to have a successful season.

- What time do they want players to arrive for practices and games?
- **The "two deep rule" must be followed at all times.**
- Are there days they cannot attend practices or games?
- Budget – This discussion should include suggestions for fundraising, sponsorships, and seed money.
- Tournaments – All team staff must be on the same page with respect to tournaments: how many, where, and time within season. Once the tentative agreements are in place, it is strongly suggested to start the booking process to ensure the team does not miss out
- Roles of parents on team
- Team equipment – Jerseys, pucks, safety kit and locker keys. Head coaches will be issued keys to the equipment locker by the Equipment Director. At the end of the season these keys must be returned to the KPMHA Equipment Director. Failure to do so will result in a fine.
- Photo night: date and time TBA – the KPMHA VP Admin will contact you when arrangements have been confirmed. Registration fees include a team and player photo. Depending on the supplier additional packages may be available for purchase. It is your job to fill out any team paperwork for the photo company and to make sure your team is dressed and ready for their photo on time.
- Game tablet – A team game tablet and paper game sheets will be available from the Game Sheet Director for game management through the season. After each paper game sheet has been used with an official game, it must be distributed as directed on the forms. Use instructions on the table and paper game sheets can be found on the KPMHA's website, under the manager tab. Once the season has been completed all extra paper game sheets and the team game tablet must be returned or cost recovery will take place.
- VIAHA Managers and Coaches meeting – Each season VIAHA hosts a mandatory manager/coaches meeting. **Competitive teams and house teams will have separate meeting dates.**





At this meeting you will be informed of league play/schedule, meet your commissioner, be informed of any new rulings, be given a copy of the '**VIAHA Handbook**' (it can be viewed online as well), and of course ask any questions that you might have. Your VIAHA Handbook will outline all of the policies and procedures that you will need to know and are expected to follow.

[Link to VIAHA Handbook online](#)

[E- game sheet tutorials](#)

[Paper game sheet instructions](#)

## Team Meeting

Once you have had a chance to meet with the coaches it is time to call a team meeting with the parents. You want to do this as soon as possible so that the players and parents know what to expect for the upcoming season and so that you can answer any questions that they may have. This meeting should be co-run by the manager and the team's head coach. Basically, the coaching staff will discuss on-ice activities (strategies, philosophies, what to expect) and the manager should discuss the other team aspects (budgets, schedules, clothing)

Confirm that all Team Snap contact information is correct in case of emergencies due to changing ice times, or games that are cancelled because of weather or accidents. It is important that the Team Manager can contact families quickly and efficiently.

### **Player Conduct:**

Go over the code of conduct with the players so that they know what is expected of them on and off the ice:

- Dressing room (when or if use is possible this season)/arena behaviour and rules
- Arrival time for practices and games
- Positive encouragement towards their teammates
- Social Media: positive posts only. No posts one hour before or two hours after a game(cooling down period)
- **Zero tolerance for bullying, hazing, drugs, alcohol and vaping.**
- Treating coaches, team staff, teammates and game officials with respect at ALL times.
- All players must tap glove with opponents' players and coaches and refs after each game.
- Dress code depending on whether a house team or rep team (track suits, formal wear, etc.)
- Practice and game jerseys. Game jerseys are to be worn for games only and should be carried on hangers outside of the equipment bag to/from games to avoid being damaged. Use of jerseys outside of games requires approval of the Equipment Director.
- Players must keep their helmets on when in the penalty box or on the player's bench.
- Pictures cannot be taken in dressing rooms. **NO CELL PHONES IN DRESSING ROOMS.**





### Parent/Guardian Roles and Responsibilities:

- All parents should contribute to the team for a successful season. They can help with score keeping, music, time keeping, fundraising, team treasurer, etc. Once you have the league schedule you may choose to put together a schedule of which families will be responsible for running the game clock and [e-game sheet on the tablet](#)/electronic game report, rather than relying on families to just come forward for each home game. Ask an experienced parent to teach those that are unsure. Team Snap has an Assignments tab in each “game” where managers can sign up clock and e-game sheet volunteers.
- It is the parent’s responsibility to bring players to games and practices on time and to communicate with the manager if a player is unable to attend or will be delayed.
- Cell phones are not permitted in dressing rooms
- No U18 players can drive themselves to 'away' games
- Positive encouragement and cheering of players on the ice is welcomed, but non-positive yelling/words at officials, players and coaches will not be tolerated. Continued disruption may lead to disciplinary actions. Parents are not allowed on the player’s bench or in the penalty box. If spectators are allowed, parents are requested not to sit behind the team bench during games (depending on how the arena is set up this might be the only place to sit!).
- A parent must notify the team manager and safety person about all player injuries.
- Discuss with parents about fundraising and team finances – Seed money, 50/50 etc. If you are unsure on how to proceed contact the Gaming and Fundraising Director regarding team sponsorships.
- Team Clothing – Jackets, hats and other articles may be purchased but must have the official KPMHA logo on it. Contact the Equipment Manager or the KP web site for a list of suppliers ([under “Equipment and Apparel”](#)).

Team dressing rooms - There must always be two (2) team staff monitoring the dressing room and a team staff member must lock up and check the dressing room once everyone is out at Kerry Park Arena.

Sheena –contact for Kerry Park: [Sheena.Boyles@cvr.d.bc.ca](mailto:Sheena.Boyles@cvr.d.bc.ca)

Jamie MacMurchy - contact for Shawnigan Arena: [jmacmurchy@shawnigan.ca](mailto:jmacmurchy@shawnigan.ca)

Include safety policies in the meeting agenda.

In addition other topics to discuss are:

- 1) Cell phone policy
- 2) Two (2) deep rule
- 3) NO vaping, marijuana, pills, or banned substances in the arena
- 4) Players and or Team Staff are NOT to share water bottles. *DUE TO COVID*
- 5) There is NO sharing of equipment. *DUE TO COVID*
- 6) Nobody is to enter the building if they are ill for any reason!





### Volunteers:

There are a number of areas where the Team Manager can ask for parent volunteers:

- 1) [Team Treasurer](#) (this position is required for every team)
- 2) Team Fundraiser
- 3) Team photographer / Team game videographer
- 4) [Team Safety Person](#) (this position is required for every team)

### Equipment/Jerseys:

- Game jerseys, puck buckets, safety kits and equipment room keys need to be picked up from the Equipment Director. Puck bucket, safety kit and equipment room keys should be given to the Head Coach.
- Inspect the game jerseys – note any damage on them and record it.
- Assign the game jerseys to each player and keep track of what number each player has. Each player is responsible for their own jerseys. Jerseys should be on hangers or in garment bags and carried separately from gear to avoid preventable damage.
- Inform the players/families that game jerseys are to be treated with respect and worn only for games. Damaged or lost jerseys are the player's responsibility to financially replace/repair.
- *End of season:* collect equipment from coaches and all game jerseys from players and return it all to the Equipment Director.
- Puck buckets, safety kits, and keys to the equipment room must be returned by April 1<sup>st</sup>. If not returned the player's jersey deposit cheque will be cashed to cover the cost(s) of the supplies and replacing the equipment room lock.
- Goalie Sticks and Equipment:
  - U7 to U13: KPMHA shall try to provide goal pads and sticks.
  - U15 and U18 goalies are responsible for the purchase of their own goalie equipment and sticks.
  - The parents of goalies should contact the Equipment Director to sign out appropriate gear. A coach can sign out equipment where there are teams that have multiple goalies sharing the equipment.
  - Association goalie gear may only be used on the ice. Any goalie found to have mistreated Association goalie gear may lose the privilege of borrowing gear and/or be charged replacement cost.
  - Families wishing to use the Association's equipment during the off season, for ice hockey purposes only, will make arrangements with the Equipment Director and Treasurer to re-issue the equipment upon payment of a \$500.00 deposit.





## Sportsmanship in the Stands

Parent Meeting Policy: BC Hockey requires that all Minor Hockey Associations host a Parent Meeting prior to November 15<sup>th</sup> annually.

Such a meeting shall cover a minimum of the following:

- Review of key MHA Policies and Procedures i.e., Locker Room Policy, Team Selection, Ice Times
- Review of the Association complaint process / policy
- Code of Conduct expectations

Association must file a report summary of such a meeting by December 1 annually. Failure to comply with this requirement will result in the cancellation of BC Hockey sanctioning for events hosted or operated by the Minor Hockey Association.

NOTE:

- Unsanctioned events are not eligible for coverage under the Hockey Canada Insurance Program.
- A Parent Meeting template agenda and presentation is found on the BC Hockey Website.

**Once your team has completed the Parent Meeting and discussed the above topics:**

***Step #1- fill out the form below***

<http://www.islanderhockey.ca/content/managers-information>

***Step #2- Email completed form to KPMHA Risk Manager***

[equipment@islanderhockey.ca](mailto:equipment@islanderhockey.ca)

All parents need to watch the video, [BC Hockey Sportsmanship in the stands](#)

## Maltreatment

Hockey Canada introduced a rulebook update to focus on recognizing and reporting incidents of maltreatment. New to the 2021-2022 season, Hockey Canada introduced Section 11 - Maltreatment. This brings all forms of maltreatment under one section of the rulebook and provides guidelines for escalating penalties based on the severity of inappropriate behaviour from players and team officials. During the team meeting, maltreatment should be discussed and emphasized the serious nature of this topic. It is also strongly suggested that all players and parents review the rule and corresponding information:

[Maltreatment - Section 11](#)







## Hockey Canada/BC Hockey Requirements for Team Staff

All team officials and staff members must complete various courses to be eligible to volunteer with the players and assist with the team. The requirements are as follows:

- 1) **Criminal Record Check:** This is mandatory for all staff and needs to be completed ASAP. This can be done by [accessing the link](#) on the KPMHA web site under “Managers” and then, “Manager Clinics & Requirements”. The completed CRC will automatically be sent to the Registrar.
- 2) **Respect in Sport:** It is mandatory that the team manager, safety person, and all coaches complete the B.C. Hockey’s online volunteer ‘Respect in Sport’ course (**different from the parent course**). This [online course is available on the B.C. Hockey web site](#) and only takes about three hours to complete. Once completed please forward a copy of the certificate to the Registrar. This course must be completed by Dec 1<sup>st</sup> for Managers but coaches cannot step on the ice without it. If you have taken the course and it has expired either B.C. Hockey or the KP Registrar will remind you to re-take the course.
- 3) **Hockey Canada Safety Program:** The team safety person is required to take this program. It is [available online on the B.C. Hockey web site](#). Once completed the ‘team safety person’ must send a copy of their certificate to the Registrar. The course must be completed by Dec 1.
- 4) **Coaching Courses:** All coaches must be certified by B.C. Hockey and Hockey Canada and must have at least completed the ‘National Coaching Certification Program – Hybrid Course’. If there are questions or concerns please contact the KP Head Coach/Development Coordinator [HC@islanderhockey.ca](mailto:HC@islanderhockey.ca) or see [BC Hockey’s website](#) for up to date requirements. Courses must be completed by Dec 1.
- 5) **All team staff must now complete the [CATT ‘Concussion Awareness Training Tool’ course](#).** This course is available online for free on the BC Hockey web site, or there is a link on the Kerry Park web site under “Managers” and “Manager Clinics & Requirements”. Coaches must complete this course before going on the ice.
  - U7, U8 and U9 teams are allowed to have up to five properly trained coaches, a HCSP trainer and a team manager. For U11, U13, U15 and U18 teams, KPMHA covers Hockey Canada registration fees for 5 team officials (3 coaches, a manager, & a safety person). Any additional team staff that your head coach wants on the roster will cost the team \$50.00 per additional official. Only those team officials that are on the roster are allowed on the bench or on the ice.
  - Due to COVID and the new protocols of having a Team Host and Team Safety at every practice, KPMHA will cover two (2) team staff for each team.





- These are the present requirements as stated by BC Hockey. For up to date requirements confirm with B.C. Hockey's website. ([Click here for link](#))

## Team Safety Person

Each team must have a designated 'Safety Person'. See Section 4 for the required courses that he/she must have. This important team staff member is responsible for the following areas:

- 1) **Medical Information Sheets:** They will have access to EPACT forms for their team. Please email [equipment@islanderhockey.ca](mailto:equipment@islanderhockey.ca) for access.
- 2) **First Aid Kits:** Each team is assigned a First Aid Kit from the KPMHA Equipment Director. Please go through it and familiarize yourself with its contents and product use. Should any of the supplies need to be replenished throughout the season it is the Safety Person's job to do so. These kits are supplied by KPMHA and if lost it is the team's financial responsibility to replace it (\$75).
- 3) Must conduct regular checks of players' equipment.
- 4) Implements an 'Emergency Action Plan' for the team and through this is prepared to react in the event of accidents, injuries and medical emergencies. Familiarize yourself with the arena's 'Evacuation Protocol' and go over it with the team.
- 5) **Injury Reports:** When an injury takes place it is the Safety Person's job to handle the event while keeping in mind the following steps:
  - If an ambulance is needed it is your job to call for one or assign someone else to call for one.
  - There must be two people in the change room with the player at all times.
  - Inform the parents of what steps are being taken and if they are not at the arena contact them ASAP.
  - Only the injured players' parents or professional medical personnel are allowed to administer any type of medication to any player except for 'EpiPens' in the case of allergic shock.
  - Older players are not allowed to drive themselves home after any type of injury.
  - If not sure if the player's injury requires medical attention always err on the side of caution and advise that the player sees a doctor.
  - Provide the parents with the injury report to take with them to be completed by their doctor.
  - Any player that has received medical attention/injured themselves may not return to the ice without a signed return to play form by their doctor, allowing them to return.
  - Any player injured off the ice also must submit a return to play form to the KPMHA Risk Manager at [equipment@islanderhockey.ca](mailto:equipment@islanderhockey.ca)
  - Completed injury forms must be forwarded to the KPMHA Risk Management Director within 7 days and to B.C. Hockey within 90 days.





- Hockey Canada [Injury Forms and more information](#) are available from the BC Hockey web site.
- **ALL INJURIES MUST BE REPORTED TO THE KPMHA RISK MANAGEMENT DIRECTOR ASAP** at [equipment@islanderhockey.ca](mailto:equipment@islanderhockey.ca)

- 6) **Illness:** It is the Safety person's job to make sure no participant is to come to practice, dryland, team events or a game if they are ill.

## Team Treasurer

The Treasurer is an important member of the team and needs to be someone other than the Manager, Safety or Coach. For the team to function, this position must be filled.

- They will need to communicate with the Manager, Head Coach and parents about how the team wants to pay for hockey related expenses, ie. Tournaments, additional ice, etc.
- Keep a very detailed listing of all incoming and outgoing money for the Team Account and list the parent names that gave seed money, donations, sponsorship, etc.
- Submit a team budget to the KPMHA VP of Admin and Finance to [VP-admin@islanderhockey.ca](mailto:VP-admin@islanderhockey.ca) and it must be approved by the Budget Committee before it is presented to the team (Parents).
- There are Caps on seed money for each team and a cap of \$50 per volunteer for Coaches and Managers gifts.
- Any team clothing or team swag must be an option for the family if seed money carryover is not already part of the budget.
- Families cannot receive a seed money refund for more than what they put into the team in "cash" in the current season.
- Each team will be assigned an email address linked to their bank account. This email address is used for auto deposit of E-transfers for such items as seed money, sponsorship, etc.

### [Sample Budget](#)

### [Fillable Budget Form](#)

Once the team budget has been approved by the Budget Committee then all parents must sign the bottom of the budget to show that they are in agreement with it. The signed budget must be sent back to the KPMHA VP of Admin and Finance at [VP-admin@islanderhockey.ca](mailto:VP-admin@islanderhockey.ca)

### **KPMHA Policies & Procedures regarding Team bank accounts:**

#### **Policy 3.2**

- a. All team bank accounts will be opened and held by the association with three (3) Board of Directors as sponsor members (President, VP-Admin and Finance Director and Registrar Director).
- b. The three (3) Board of Directors (sponsor members) will add/remove signers delegates to each team account as needed. This will allow for better control and transparency of the team funds.





Delegates will have access to view all team account bank transactions and instruct team expenses be paid (with copy of receipt) to the KPMHA Bookkeeper.

- c. A secondary account will be set up to hold all team gaming monies as per Gaming License regulations.
- d. All team funds will be only run through the above team account. Teams are not allowed to set up a different team account or use a personal account to run any team funds through.
- e. All E-transfers pertaining to fundraisers or any other team funds must be run through the auto deposit team email address assigned by the VP Admin and Finance Director for each team. For example; [U13C2@islanderhockey.ca](mailto:U13C2@islanderhockey.ca)
- f. Teams will have until July 1st to use their funds in accordance to KPMHA guidelines.
- g. All remaining balances in the team accounts will be transferred to the KPMHA operating account on July 1st of every year.

### **Policy 3.3**

All teams must keep an accurate accounting of all incoming and outgoing team money (e.g. bottle drives, car washes, Pizza fundraisers, raffles, seed money paid by each member, team expenses, etc.)

- a. Teams are not to pay any team expenses, seed money refunds/returns by cash.
- b. All fundraising coupons can only be purchased by the Association and sold to teams at cost. Team Managers are to request the number of coupons from the KPMHA Gaming and Sponsorship Director and the team will be billed for this expense within 30 days.
- c. All money earned through gaming licenses must be deposited in full to the Team Gaming account set up as per policy 3.2.
- d. In September Teams are to submit a draft Team budget to the VP-Admin and Finance Director. This budget will be submitted to the Budget Committee for approval or edits/changes.
- e. Once the Team's budget is approved, the Team Manager or Team Treasurer will present their budget to the remaining Members on the team and each Member will be required to sign the bottom of the budget. The signed budget must be sent to the VP-Admin and Finance Director before Oct 31<sup>st</sup>.
- f. If a team raises more money than expected, the Members do not have to resign a new budget if these funds are offsite by; purchasing ice, on ice officials for extra games, attending an extra tournament or paying for a KPMHA Development Coach. Any other purchases for this income will be required to have 2/3 of the Parent group sign off on an updated budget and sent to the VP-Admin and Finance.
- g. Teams are required to submit all receipts with a listing of incoming and outgoing funds and list of who paid seed money and how much, to the VP- Admin and Finance no later than by the following three (3) dates: Dec 31st Jan 30th March 31st \*Ice times will be suspended for those Teams that are not in compliance with any part of policy 3.3.
- h. By March 31st, each Team Manager or Team Treasurer must provide a final total of incoming and outgoing funds to the VP- Admin and Finance Director.
- i. Before any Seed money returns are paid to Parents the Team's yearend financials must be verified and approved by the VP-Admin and Finance.
- j. No later than 45 days after the end of the season the Team Manager or Team Treasurer is to send out the final report listing of all finalized incoming and outgoing totals of the Team account to all Members on the Team.





- k. All seed money carry over funds must be detailed and sent to VP- Admin and Finance by April 15th .
- l. All Team Managers and Treasurers will be required to sign an agreement regarding team finances.

### 3.4 Gaming Funds

- a. All teams must keep an accurate account of gaming money (anything requiring a gaming license e.g. 50/50 proceeds, raffles, etc.). The team will be responsible for the administration and tracking of all fundraising monies and providing that information to the Sponsorship and Gaming Coordinator for submission of post event reports.
- b. As per Policy 3.3 teams will need to provide money earned and spent through their general account and their gaming account to the VP-Admin and Finance Director as per schedule.
- c. Teams must fulfill all current BC Gaming requirements with regards to licensing and reporting.
- d. Teams must inform the Sponsorship and Gaming Director through the online form (found on the KPMHA website) when they need a license and provide the needed data to apply for licenses and file post event reports.
- e. When filing final reports to BC Gaming the Sponsorship and Gaming Director must also provide copies to the VP- Admin and Finance. These funds may only be applied against eligible hockey related expenses in accordance with Provincial gaming policy.
- f. The percentage of money earned through gaming activities returned to the teams is at the discretion of the Board of Directors.
- g. Team managers will be required to sign a written agreement to adhere to these rules

### Policy 3.5

All year-end team functions MUST;

- 1. Be sanctioned through BC Hockey
- 2. Approved by the VP- Admin and Finance Director VP-admin@islanderhockey.ca please allow a min of seven (7) days for feedback

### Policy 3.6

Teams may only refund seed money to Members. Seed money may be defined as money paid by Members throughout the season, prior to any fundraising or gaming activities. Seed money is to be used for ice, official fees, and tournament fees and:

- a) Receipts must be issued to parents upon collection of seed money.
- b) Money raised through fundraising or gaming cannot be distributed to Members.
- c) Refunds are to be equally refunded amongst families that paid equal seed money.
- d) Refunds may not exceed individual families' original seed money contribution.
- e) Refunds are to be given only by cheque or E-transfer to the Member who wrote the cheque or paid cash.
- f) Seed money is not to be returned to Members where the player was sponsored. Please speak directly to the VP-admin and Finance for directions on this.





**Seed Funds:** Seed funds are monies collected from each family at the beginning of each season to pay for tournaments, extra ice, dryland, etc. Some teams will strictly only have a seed fund to cover all costs (estimate costs of season and divide it by number of players per team) or may choose to have partial amounts directly paid by team and fundraise the rest.

### Policy 3.7

**For Competitive teams** – Members will be asked to contribute up to \$350 per player of seed money. Such said seed money will be paid to the team bank account at the beginning of the season to contribute to tournaments, referee bills and other KPMHA approved team related expenses. Anything over \$350 seed money must be approved by the Board of Directors.

**For Recreational teams** – Members will be asked to contribute up to \$200 per player of seed money. Such said seed money will be paid to the team bank account at the beginning of the season to contribute to tournaments and other KPMHA approved team related expenses. Anything over \$200 seed money must be approved by the Board of Directors.

#### Competitive or Recreational:

- Team related expenses can be offset by sponsorships/donations (approved by the Sponsorship and Gaming Director).
- All Team apparel MUST be approved by the Risk/Equipment Management Director before orders are placed.
- Any Parent who has not paid their seed money may be excluded from extra activities paid by the said seed money and/or contributed to any fundraising.

All Competitive and recreation team approved expenses are to be covered by one of the following:

- a) 100% player paid seed money.
  - b) A combination of player paid seed money and player's family participation in fundraising and or donations.
  - c) Participation by every player/player's family in each fundraiser and or collection of donation(s). There will be no dollar value applied to each player through this option.
- **Team expenses:** Throughout the season your team may need to pay for various things. It is important that you meet with the head coach to discuss the team's budget. This should be done at the beginning of the season so that the budget can be presented to the KPMHA Budget Committee. After working with the Budget Committee the Team budget must be presented to the parents and signed by each of them. The signed team budget is to be handed in to the KPMHA Treasurer by October 31<sup>st</sup>.
    - Tournaments – [BC Hockey link has the available tournaments sanctioned](#) for your division.  
How many tournaments does the team want to attend?
    - Team Gear – Does the team want to order jackets, pant covers, etc.?  
[Hometown Team & Corporate Sales is the KPMHA's supplier.](#)





Contact the KPMHA Equipment Director [equipment@islanderhockey.ca](mailto:equipment@islanderhockey.ca) if there is an item that your team wants and it is not available on the link. All team gear must have the 'Official KPMHA Logo' on it.

## Special Event Sanctions

- Dryland, fundraisers, and any event that the team does that is not a game or a practice booked through the KPMHA Ice Management Director needs to have an approved application for sanctioning.
- Please allow up to 14 days for the results of your sanction application to come back.
- All approved or denied team sanctions must be sent to the KPMHA Risk Management Director at [equipment@islanderhockey.ca](mailto:equipment@islanderhockey.ca)
- Parent verses kids games will NOT get sanctioning approval.
- Don't forget to read the "[Special Events Sanction Guidelines](#)" link on the KP web site under "Managers/Manager Information".
- On the [online sanction application](#) form under "Description of Event", is where you will fill in details of the team safety plan and what activities the team will be doing.
- Dry Land Training
  - Dryland activities require you to fill out a [special event sanction form](#) and wait for approval from BC Hockey.
  - You must check with the [registrar@islanderhockey.ca](mailto:registrar@islanderhockey.ca) to make sure the instructor is a BC Hockey approved [Private Instructor](#) before applying for sanctioning.

## Fundraising and Sponsorship

- **Fundraising:** Teams may choose to fundraise to help off-set the additional season costs. They can include various ideas from car washes, 50/50 draws and raffles. Please consult the [fundraising and gaming handbook](#) and note the following before fundraising:
  - Fill out the online [Gaming Application form](#) , which will be sent to the KPMHA Gaming Director.
  - A Gaming License is required for all 50/50 draws, raffles and sports pools etc. The Gaming Director will apply for the license on your teams behaves and let you know once approved.
  - Funds earned from 'gaming' are tracked separately from seed money. These funds must all be deposited in your secondary Team account labelled "Gaming".
  - All teams will be responsible for the accounting and tracking of all fundraising monies. Teams must fulfill all current BC Gaming requirements with regards to licensing and reporting including sending the KPMHA Gaming Director all the info needed to fill out the Gaming Event Revenue Report.







- A “beer and burger” night/silent auction does not require a gaming license. But if you do 50/50 during this event then you must apply for a license for the 50/50.
  - **Sponsorship:** Teams may choose to get sponsorship to help off-set the additional season costs. It is recommended that teams check in with the Gaming & Fundraising Director at [sponsorship@islanderhockey.ca](mailto:sponsorship@islanderhockey.ca) before soliciting businesses to avoid duplications.
  - All Gaming Event Revenue reports MUST be filled out within 90 days of your event.
- **Sponsorship:** Teams may choose to get sponsorship to help off-set the additional season costs. This must be approved by the Gaming and Sponsorship Director [sponsorship@islanderhockey.ca](mailto:sponsorship@islanderhockey.ca) first.

## Team Reporter

Every team has their own TeamSnap page that can be used for sharing team event photos. KPMHA also encourages teams to email photos to our Twitter account, Facebook and Website. Listed below are the contacts to forward your team photo successes to;

KPMHA Social Media accounts at [marketing@islanderhockey.ca](mailto:marketing@islanderhockey.ca)

- Encourage all parents, family member and friends to follow us on Twitter, Instagram and Face Book.
- If posting photos have all parents’ consent to their child’s photo being taken and posted online. (Please read the “Photo Release” forms for each player).



**Twitter** [@KPMHAIslanders](https://twitter.com/KPMHAIslanders)

**KPMHA Website** <http://www.islanderhockey.ca/>



**Face Book** <https://www.facebook.com/Kerry-Park-Minor-Hockey-Association-113209652734751/>

## Understanding Ice Schedules

Ice Schedules are put together by KPMHA Ice Manager and are posted on the KPMHA web site under “Ice Schedule”. They will post as many weeks ahead as possible.

- a) KPMHA purchases ice for a 27 week period- from Sept. to March with a two week break over Christmas. Keep in mind due to different ice availability the allotments below are based on averages over the entire season.
  - Budgeted home ice for each division is as follows:
    - U7:** 1 hr of shared ice during the week and 1 hr of shared ice on the weekend plus 5 extra hrs after Christmas to fit in team games.
    - U8 and U9:** 1 hr. shared practice on week day + 1 hr. shared every second week + 1.5 hr. game slot every second weekend + 6 extra hrs. after Christmas.







**U11:** 1 hr. shared practice on week day + 1 hr. shared every second week + 1.5 hr. game slot every second weekend + 6 extra hrs. over season.

**U11 Dev:** 1.5 hr. full ice 6am weekday practice + 1 hr. full ice practice per week + 1.5 hr. game slot every weekend.

**U13 – U18 Recreation:** 1 hr. full ice practice per week + 1.5 hr. game slot every second weekend.

**U13 – U15 Rep:** 1.5 hr. full ice 6am weekday practice + 1.5 hr. full ice every week + 2 hr. game slot every weekend. (24 week season due to playoffs finishing a week before Recreation teams).

**U18:** 1 hr. full ice Weekday practice + 1.5 hr. full ice every week + 2 hr. game slot every weekend (24 week season)

*\*Additional ice may be purchased if available by contacting the IceManager*

b) Development ice is scheduled by the KPMHA Ice Manager and Head Coach/Competitive Director.

- Please look carefully at the posted ice schedules to determine if your time slot is a practice ice or a development ice session.
- Each development ice session will be labelled depending on the Development Coach that will be on the ice.
  - Leighton Williams will be our Goalie Development Coach this season and will be labelled with (L) beside the team name that he is scheduled to be at.

c) TeamSnap and Schedules

- It is the Manager's responsibility to check online schedules regularly and update TeamSnap as to when practices, development sessions and games are happening.
- Always confirm with coaches that they can be there.
- Ice slots cannot be cancelled!

d) Changes to Ice Schedules

- When changes take place the KPMHA Ice Manager will touch base with you, but it is still your responsibility to check the schedule regularly.
- Encourage your parents to refer to your TeamSnap app about ice times. The master ice schedule may not always reflect last minute changes or teams changing times.
- If you need to change or switch a practice, inform the KPMHA Ice Manager ASAP. If there is another KPMHA team that you would like to switch with, inform the KPMHA Ice Manager ASAP. Do not make it a habit of changing your allotted ice times.
- Cancelling practices/games with less than 5 days will result in a fine to the team.
- The KPMHA Ice Manager has the authority to move or change ice times to accommodate play-off games and league play commitments.





e) Extra ice for your team

- If your team wishes to purchase extra ice throughout the season, you must email the KPMHA Ice Manager with details on what the team is interested in.
- Only the Manager and or Head Coach can be making these arrangements with the KPMHA Ice Manager.
- Extra ice cost this season is \$118/hr regardless of which arena (Kerry Park or Shawnigan Lake School). This includes the team insurance portion.
- KPMHA team staff or parents are not to try and book ice or events through Arena staff. This must all be through the KPMHA Ice Manager.
- During the year or at the end of the season some teams may wish to have a parent verses player's game. This is **NOT** covered under our BC Hockey insurance. Kerry Park Arena may be able to provide an extra insurance package but again discussions no less than seven (7) days prior with the KPMHA Ice Scheduler must happen first. Shawnigan Lake School Arena **DOES NOT** have this same option.

f) Weekend ice slots

- League Games are scheduled by VIAHA; please be patient as these come out later than the rest of our schedules.
- Exhibition game slots on the weekend allow you to book a game with another team. You need to book your away games around your home ice slots.
- **You must get a game number from your commissioner for all exhibition games.**
- Take care reading the location of games on the schedule as KPMHA purchases ice from Shawnigan Lake School Arena as well to cover our ice demands.

## Link to Ice Schedules on our website

<http://www.islanderhockey.ca/content/ice-schedule>

## Booking Games

It is the manager's job to book games and to notify the team about dates, times and locations of these games as well as keeping track of the league schedule. During a regular season there are two types of games for Rep and Recreation teams that you need to understand:

- **Home ice requires you to receive a game number from your Commissionaire.**
- **Exhibition Games:** These games are played with other teams in your division for fun. You may invite other teams to play at Kerry Park or accept invitations to play games at other associations. From U11 to U18 - playing teams outside of your division (U11 team playing a U13 team) is not allowed.





- see [VIAHA Handbook for more details](#).
  - Playing an away exhibition game outside of the “south island” for Recreation league requires a game # from your commissioner.
- U8 and U9 teams- cannot start playing games until Dec 1<sup>st</sup>
- U7 teams – cannot start playing games until Jan. 1<sup>st</sup>.

[See VIAHA Bulletin](#) on Cross ice guidelines

b. **League Games:** These games are set by VIAHA and you will be notified of the details by your commissioner.

- These games are pre-booked by VIAHA and you will be given a complete schedule for the season (broken into several sections for the season) outlining game times, location (arena) and game numbers.
- All teams **must** attend their scheduled league games. Failure to appear may result in team fines. If there are scheduling conflicts (due to tournaments, etc.) contact your commissioner ASAP to find out if re-scheduling is an option. League games always take precedence over tournaments.
- If there are adverse weather conditions or traffic problems you must contact your commissioner to find out if the game will be cancelled. Failure to appear will result in your team forfeiting the game and possible fines.

c. **Tournaments:**

Tournaments can be the highlight of a team’s season. Some guidelines for booking a tourney are:

- Tournaments fill up very quickly! The key to getting accepted is to apply early and have all your paper work and fees in place when you apply.
- Tournaments are listed on the BC Hockey web site under “Tournaments”.  
[BC Hockey Tournaments](#)
- Email the tournament coordinator and request a registration package.
- Before sending in your application package confirm with your coaches and team that they can attend - especially for out of town tournaments.
- Tournaments will require you to send an ‘Official Hockey Canada Roster’. Contact KPMHA Registrar at [registrar@islanderhockey.ca](mailto:registrar@islanderhockey.ca) to receive a copy.
- Tournaments require a cheque or E-transfer to hold your spot. A KPMHA cheque or E-transfer will be issued to you by the KPMHA Treasurer [treasurer@islanderhockey.ca](mailto:treasurer@islanderhockey.ca)

He/she will require:

1. A copy of the tournament application form
2. BC Hockey tournament sanction #
3. Dates and cost of the tournament
4. Email address for the E-transfer or name the cheque needs to be payable to.





Before he/she can write the team a cheque or E-transfer.

- Expect a three business day turnaround to get the cheque from the Treasurer.
- The first tournament request can be done before the budget is signed by parents but if a tournament is out of District it must be signed off by the teams' parent group before registration fee is paid.

**ALL HOME ICE GAMES REQUIRE YOU TO CONTACT:**

- 1) The KPMHA Ref Assignor [refs@islanderhockey.ca](mailto:refs@islanderhockey.ca) to book on-ice officials
- 2) The KPMHA Ice Manager [VP-admin@islanderhockey.ca](mailto:VP-admin@islanderhockey.ca)
- 3) The Manager of the rink:  
Sheena at [sboyles@cvrd.bc.ca](mailto:sboyles@cvrd.bc.ca)  
Jamie at [jmacmurchy@shawnigan.ca](mailto:jmacmurchy@shawnigan.ca)

**Example of email sent to Ref Assignor, Ice Scheduler, Sheena (KP) or Roger (SLS);**

SUN. NOV. 18  
Game Number: P1079 (*Must have this number 1<sup>st</sup>*)  
Type of Game: Exhibition or League game  
Date of Game: **Sunday Nov. 18, 2018**  
Place of Game: Name of home rink  
Home Team: Kerry Park Peewee Division 3  
Opponent: Peninsula Eagles Peewee B  
Time: 1:30 - 3:30  
\*\*There will be 2 girls on the opposing team\*\*  
Head Coach: Name of Head Coach  
Contact: Name of Manager and (cell #)  
Thank you  
XXXXXXX

- Ensure that e-game sheets are properly filled out; submitted within 24 hours.
- ONLY participants and staff listed on your official roster may be on your games sheet/bench. There are fines for anyone in attendance that is suspended or not listed on your roster.
- These games can only be booked with South Vancouver Island teams for Recreation teams unless your Commissioner gives you approval.
- League games points are accumulated throughout the season. Team standings can be viewed on the VIAHA website.

Win = 2pts, Tie = 1pt, Loss = 0.

- Each team is also awarded a sportsmanship point should their team penalties not exceed the following;  
U11: 8 min or less,  
U13: 10 min or less,  
U15: 14 min or less,  
U18: 16min or less





- Representative league play runs from Oct to mid Jan. Playoffs TBD
- Recreational league play runs from November to March. Playoffs TBD.
- Electronic Game report and e-game sheets must be submitted to your commissioner within 24 hours.
- See [VIAHA Handbook](#) for complete league play regulations.

#### Your responsibility as the Home Team:

- 1) Please see Home [Game checklist](#).
- 2) You must have a game # for every game from your commissioner.
- 3) You have confirmation of refs in HighSport.
- 4) You have emailed the rink contact min. 48 hours ahead of time with your game info (see last page for sample)

#### Booking games with other teams:

- All Island associations are listed on the VIAHA web site and there you can be linked through to each association's home page. Through their web page you can email the division coordinators and team managers.
- The rule of thumb is 'the team that contacts you first gets the game slot'. Do your best to ensure it will be a competitive team and not just a team to fill the game slot.
- Those weekends that you do not have a game, email other teams/associations and let them know that you would be interested in playing an away game.
- Exhibition game slots are gold ... email other teams ASAP so that you can make the most of your non-league game weekends, especially when trying to find an away game.
- Electronic Game sheets must be submitted within 24 hours.

## Booking Referees

**All home games** require you to email the KPMHA 'Referee Assignor' to book on ice officials for your game.  
[refs@islanderhockey.ca](mailto:refs@islanderhockey.ca)

- Allow the Ref Assignor as much time as possible to organize on ice officials; cut off time is 2 days before.
- When emailing the Ref Assignor supply the following: team names, division, date/time, arena, and **game number**. If you are waiting for a game number from your commissioner let the Ref Assignor know that you are waiting on a game number from your commissioner and supply it to them when you are issued one.
- If your game is cancelled, a minimum of 72 hours' notice is required. If less than 72 hours' notice is given, teams are responsible to cover the on-ice officials cost.





*Example* of the email to send to the following people:

Ref Assignor [refs@islanderhockey.ca](mailto:refs@islanderhockey.ca),

Ice Manager [VP-admin@islanderhockey.ca](mailto:VP-admin@islanderhockey.ca)

Sheena (KP Arena ) [Sheena.Boyles@cprd.bc.ca](mailto:Sheena.Boyles@cprd.bc.ca)

Or Jamie (Shawnigan Arena) [jmacmurchy@shawnigan.ca](mailto:jmacmurchy@shawnigan.ca)

SAT. NOV. 17

Game Number: P309

Type of Game: League or Exhibition game

Date of Game: **Sat Nov. 17, 2018**

Place of Game: Name of home arena

Home Team: Kerry Park Peewee Division 3

Opponent: [Saanich T1](#)

Time: 11:30 – 12:50

Head Coach: Name of Head Coach

Contact: Manager's name and cell #

**\*\*There will be 2 girls on the opposing team\*\***

Thank you

XXXXXX

- ❖ If you have a player interested in becoming an on ice official, have them email KPMHA 'Referee in Chief' [RIC@islanderhockey.ca](mailto:RIC@islanderhockey.ca) and Ref Assignor [refs@islanderhockey.ca](mailto:refs@islanderhockey.ca) as well as [review requirements under 'B.C. Hockey' web site.](#)

## Game Paper Work

Game time is the highlight to a team's week; for the manager it also means organizing the volunteers and game paperwork....

1. **Game Number:** Each home game and tournament you play requires a game number (for U11 to U18 games). This number is given to you from your South VIAHA league commissioner or managing director.
  - When you book a team for a home game, email the commissioner stating that you need to be issued a game number. Supply him/her with your team's name/association, opposing team, date, time and location for the game.
  - The game number must be given to the 'ref assignor' when you are booking on ice officials for your game.
  - League game numbers will be assigned to you with the league schedule.
  - Playing a game **without** a game number may result in team fines and/or disciplinary action.





- 2) **E-Game Sheets:** At the beginning of the season you will be given a KPMHA tablet to be used for your e-game sheets. These are to be used at each home game regardless if it is a league or exhibition game.
- Tablets assigned to the teams are the responsibility of the Head Coach/Team Manager. If a tablet is damaged after being assigned to a team, the team is responsible to pay for its replacement or repair (if deemed repairable).
  - Tablets are only to be used for e-game sheets and or attendance/Safety records. No additional functions or applications are to be downloaded onto the team tablets unless authorized to do so by KPMHA.
  - Each team's Head Coach and/or Manager will ensure that e-game sheets are completed and submitted after games.
  - As the tablets sometimes freeze up in the cold, it is important to have a printed backup scratch pad. [Click here for a copy of this.](#)

*E-Game sheet KPMHA contact person is Anthony Bone [gamesheets@islanderhockey.ca](mailto:gamesheets@islanderhockey.ca)*

- 3) **Electronic Game Report:** This is no longer required due to the use of e-game sheets. **If for some reason you are unable to submit the e-game sheet than an e-mail game report MUST be filed along with a paper game sheet to your commissioner!**
- 4) **Hockey Canada Team Rosters:** Hockey Canada will issue each team an "Official Team Roster".
- Each team must have a 'team roster' before playing any games.
  - Once you have a list of your players (jersey numbers), coaches and team officials send all the information to the KPMHA Registrar. He/she will submit the information to Hockey Canada and email you the 'team roster'.
  - **No player or Coach can be on the ice or bench for games etc. without being on the roster.**
  - Your league commissioner and most tournaments will require you to email them a copy of your team's roster.
  - Having a player, coach or team official participating in a game that are not on the 'official roster' is not allowed. **Disciplinary** actions will be issued by VIAHA.
- 5) **Overage Players:**
- If your team has a player that is overage they require special permission to be placed on the team roster.
  - Permission is granted to those players due to size or weaker ability that would be unsuited to play in their normal age division. They can be only one year outside of their age category.





- An “OA Exemption” form can only be submitted by the KPMHA President once approved by the KPMHA Board of Directors. The President will then email the VIAHA Executive Director for consideration.
- On the ‘game sheet’ overage players are denoted with OA behind their name.

#### 6) Underage Players:

- Underage players may be moved to the division above provided they receive special permission.
- Underage players can only be one year outside of their age category.
- An ‘UA Exemption’ form can only be submitted by the KPMHA President once approved by the KPMHA Board of Directors. The President will then email the VIAHA Executive Director for consideration.
- On the ‘game sheet’ underage players are denoted with UA behind their name.

#### 7) Penalties/Suspensions:

- As a Manager you should also be familiar with penalties and subsequent suspensions regarding certain penalties.
- Sometimes a child gets a penalty and they won’t be allowed to play the next game and that can be a quick turnaround, i.e. a game Saturday afternoon with a suspension and game Sunday morning.
- The commissioner won’t always get back to you to confirm a suspension as soon as the e-game sheet is submitted.
- You must have the VIAHA handbook or online handbook to refer to and click the BC Hockey Bulletin below.

VIAHA [Online Handbook](#)

BC Hockey Bulletin  
([click here for link](#))

2020-21 Officiating Points of Focus  
([click here for link](#))

- Ineligible Players and Team Officials:

**VIAHA Policy 5.14:**

*Any team permitting a player or team official who is ineligible by reason of suspension or improper registration to participate in a game, shall automatically forfeit that game and will be fined \$250.00 per ineligible player or team official per game. If there are multiple infractions for the same player or same team official on a weekend of play or tournament weekend, it shall be reviewed by the appropriate Vice-President and may be deemed as one infraction for the purpose of the monetary fine. The game forfeiture shall apply to all games played.*







**VIAHA Policy 5.15:**

*Notwithstanding Regulations #5.12, #5.13 and #5.14 the VIAHA President or applicable Vice President may suspend or take other disciplinary action against any team official or other individual responsible for permitting an ineligible player or team official to participate in any game.*

## Timing of Games (VIAHA handbook)

- The arena (wall) clock shall always take precedence. Coaches and managers must make sure that before the start of the game they know which clock is being used by the timekeepers as the wall clock and what time the ice rental period actually ends (i.e. what time do the teams have to leave the ice).
- The timing of the third period will not be adjusted to allow for additional time that may be available.
- All games are to be concluded two minutes before the end of the rental ice slot to allow for a handshake; there are no exceptions.
- There is to be NO running time at any scheduled VIAHA placement, league, playoff or exhibition games. Where possible, MHA tournament game timing should follow VIAHA Regulation 6.05 or 6.07.
- For **all 120 minute and 110 minute games**, in all divisions of VIAHA, the timing of the games shall be as follows:
  - (a) 5-minute warm up;
  - (b) 1st period 15 minute stop time;
  - (c) 2nd period 20 minute stop time;
  - (d) Ice clean first stoppage of play after the 10-minute mark of the second period;
  - (e) 3rd period 20 minute stop time(or the wall clock, less 2 minutes, whichever comes first).
- The amount of time left on the game clock at the conclusion of the game will be prominently written on the game sheet and included in the game report to the respective League Commissioner/ Managing Director.
- **All games 90 minutes or less** in all divisions of VIAHA, the timing of the games shall be as follows:
  - (a) 5-minute warm up;
  - (b) 1st period 15 minute stop time;
  - (c) 2nd period 15 minute stop time;
  - (d) 3rd period 20 minute stop time, (or the wall clock, less 2 minutes, whichever comes first).
- The formula to be used to determine the last 10 minutes of the game is: Subtract the time remaining on the game clock from the original period length (i.e.: the game ends in the third period with 16 minutes remaining on the game clock, 20:00 minutes subtract 16:00 minutes = 4:00 minutes. From the 4:00 minutes you now subtract 10:00 minutes to determine the last 10:00 minutes of the game, 4:00 minutes subtract 10:00 minutes would equal the 14:00 minute mark of the second period Any penalties occurring after the 14-minute mark of the second period would be considered to have happened in the last 10 minutes of the game





# Handling Complaints

## KPMHA Policy 18.1

### Complaint Handling

It is the policy of KPMHA that the Society must follow Procedural Fairness when a complaint is received. Incidents must be reported by procedure to ensure handling in a professional, unbiased, respectful and timely manner and to be resolved at the earliest appropriate level. Resolution cannot offer complete confidentiality but KPMHA assures its members that complaints will be handled discreetly, respectfully and in the confidence of the parties involved. KPMHA strives to ensure the rights and well-being of all its members - players, parents/guardians, and volunteers. The following Complaint Handling Procedure must be followed to ensure fair and timely resolution for all parties involved:

**Complainant (complaint in writing) → Team Manager →**

**Divisional Director →**

**President →**

**VIAHA →**

**BC Hockey/Hockey Canada/and or appropriate Local Police/Child Protection Agency**

### Complaint Handling Procedure – 1st Response

Whenever possible, incidents are resolved at the earliest appropriate level. The Complaint Handling Procedure allows for respect and protection of the rights of all KPMHA members. To ensure the well-being of all members, complaints must be handled by procedure. KPMHA does not support direct complaint to coaches and discourages “parent team meetings” for the purpose of voicing complaint as a group. Procedure requires that complaints are first directed to the Team Manager (**not the coach**). Using discretion as to the nature of the complaint, the Team Manager has the right to ask for the complaint in writing and is encouraged to keep notes in case further review is required. The Team Manager will undertake the Complaint Handling Procedure in the following manner:

- a) Any incident of “unacceptable behaviour” as defined in the Team First Program must be formalized in writing to the President immediately.
- b) Upon receipt of any complaint, the Team Manager will endeavour to clarify and confirm the main issue.
- c) The Team Manager can at this point request the complaint in writing. If possible the complaint should make reference to the applicable policies of the organization. This is only meant to help clarify the core issue of the complaint, and complaints will not be seen as any less valid if they don’t reference the applicable governing document. In a fair, impartial, and timely manner the Team Manager will discern the course of mediation necessary for fair resolution.
- d) If the complaint is minor in nature, the Team Manager will mediate a resolution satisfactory to all parties involved. The Divisional Director must be notified of the resolution.
- e) If a timely and agreeable resolution between parties is not met, the Team Manager/Complainant will submit the written complaint to the Divisional Director.
- f) If the Divisional Director cannot mediate the complaint, it must be formalized and forwarded to the President for investigation.





# Kerry Park Arena- Time Clock

[View youtube tutorial](#)

Turn on with toggle on right side of console.

## **GENERAL:**

- Check ice slot for length of time and use the appropriate timing per rules (90 min or 110 min)
- All information will be loaded onto the electronic tablet prior to commencing the game
- A paper copy of a game sheet or game sheet scratch pad is handy for keeping track of game
- Stop clock whenever the whistle is blown
- Stop clock 2 min. before the end of the third period ice slot for handshake
- Game numbers are required for Atom, Peewee, Bantam, and Midget games (rep & house)
- At end of game the score keeper, time keeper & officials sign electronic game sheet
- If more than a 5 goal difference for U11 and under, add goals to electronic game sheet, but not to score board
- If there is time left on the clock at the end of the game ensure that it is recorded on the e- game sheet
- Leave time clock on for a few minutes after game for spectators to view before turning off

## **START:**

The model # of the KP time clock is 871

Press “no” to question about shot clock; press “no” to question about penalty clock/OT

## **TO SET PERIOD # AND TIME:**

Press SET and Press TIME

Enter length of time you wish eg. 05:00 or 20:00

Press YES

Press 1 or 2 to choose the period you want (if warm up – leave as “0” period) AND Press YES

## **TO ENTER A GOAL:**

Press SET

Press HOME SCORE or GUEST SCORE

Press 1, or 2, or whatever goal has been scored

Press YES

## **TO ENTER A PENALTY:**

Press SET

Press HOME PENALTY or GUEST PENALTY

Enter the length of the time the penalty is for eg. 02:00 or 05:00

Press YES

Enter player’s # for eg. **08 (need to enter ‘zero’)**

Press YES

## **TO CLEAR A PENALTY:**

Press HOME PENALTY or GUEST PENALTY

Press PENALTY CLEAR (if more than one penalty – answer console with the player’s #)

Press YES





# Shawnigan Lake Arena- Time Clock

Please follow step by step instructions on how to run the score clock.

## 1) TURN ON CLOCK

- A. Press the BIG red button (*attached to the clock machine*)
- B. On the top left hand side of the clock machine, switch button from the off to on

## 2) CLOCK MODE

- A. Three options will appear. This will allow you to choose what sport you want to use the clock for. PRESS 3=H (*H is for Hockey*)

## 3) TIME

- A. Press the black "TIME" button and enter the amount of time for the period. To erase or fix, press the "TIME" button again and then correct time (*You can see everything on the console in front of you*)

## 4) STOP/START

- A. Press the green "\*" button on the bottom left of the keypad.

## 5) PERIODS

- A. Press the red "#" button on the bottom right of the keypad. The periods go up to 4 and then start back at 1. If you make a mistake, keep pressing the button until corrected.

## 6) PENALTY

- A. Press "PLYR" then add the jersey number and amount of time serving.  
Example "PLYR" 04-2:00 (*player 4 serving 2 minute penalty*)
- B. To erase a penalty (if a goal is scored for the other team), press "PLYR" add the number again and then 0:00.  
Example "PLYR" 04-0:00 (*this will take the penalty off the board*)

## 7) GOALS

- A. Press white **HOME** button and red **GUEST** button.
- B. If you add too many goals by mistake, press and hold the same button and the numbers will count backwards.

## OTHER IMPORTANT THINGS TO NOTE

- The right side of the machine is for the away team, and the left side is for the home team.
- The clock **MUST** be stopped to make adjustments.





*THANK YOU* for volunteering your time!

