



# MANAGERS COACHES MANUAL

*2023-2024*

[www.paminorhockey.ca](http://www.paminorhockey.ca)

Introduction

Thank you for volunteering to coach/manage in Prince Albert Hockey while everyone's volunteer time is valuable, the coach/manager's role is critical as he/she will directly influence the experience the players will have and the formation and development they will undergo as hockey players and young members of our community.

The objective of this guide is to provide information to assist and guide the team coach/manager, with the necessary basic information required to successfully lead and operate your team in the PAH League. There is of course no manual that can teach you to be a perfect coach/manager. Your success will depend on your commitment to acquiring the technical, interpersonal and leadership skills needed to fulfill the demanding position of being a coach/manager. If you choose to dedicate yourself to this development, being a coach/manager will be a fulfilling and gratifying experience for you.

Through a selection process, the coach has been appointed by the General Manager and the Board of Directors. The Head Coach is ultimately responsible for the team during the season and will make any final decisions. The manager, usually a parent or someone who is associated with the team, is selected by the Head Coach.

You are a critical member of your hockey team, and we want to thank you and the other countless volunteers who generously give their time, resources, energy, and talents to our players and programs. This manual is to serve as an information guide that should make your jobs easier.

- a) Team Officials are responsible for the control and conduct of players on and off the ice.
- b) The coach is to ensure that all players receive an equal share of ice time, except where disciplinary action is required. AA ice time expectations may be different.

- c) Team Officials are responsible for thoroughly knowing Articles 7 to 10, the PAH Playing Rules and be completely familiar with the PAH Game Sheet (score sheet).
- d) Coaching Requirements: ALL COACHES AND TEAM OFFICIALS MUST OBTAIN A CRC FROM EITHER THE CITY POLICE OR THE RCMP EVERY THREE YEARS.

#### **Under 7 (U7)**

**Head coaches** - must have Coach 1 Intro & Respect in Sport  
**Assistant coaches** - must have Coach 1 Intro & Respect in Sport  
**Trainer** - must have Hockey Canada Safety Program & Respect in Sport  
**Manager** - must have Respect in Sport if you are going on the bench and are added to the roster.

#### **Under 9 (U9)**

**\*\*can take the Online Checking\*\***

**Head coaches** - must have Coach 1 Intro, Respect in Sport & Checking  
**Assistant coaches** - must have Coach 1 Intro & Respect in Sport  
**Goalie Coach Certification** - must have 1 registered coach with this certification; must have Coach 1 Intro or, Respect in Sport & Goaltending 1.  
**Trainer** - must have Hockey Canada Safety Program & Respect in Sport  
**Manager** - must have Respect in Sport if you are going on the bench and are added to the roster.

#### **Under 11 (U11)**

**\*\*can take the Online Checking\*\***

**Head coaches** - must have Coach 2 Level, Respect in Sport & Checking  
**Assistant coaches** - must have Coach 2 Level & Respect in Sport  
**Goalie Coach Certification** - must have 1 registered coach with this certification; must have Coach 2 Level, Respect in Sport & Goaltending 1.  
**Trainer** - must have Hockey Canada Safety Program & Respect in Sport  
**Manager** - must have Respect in Sport if you are going on the bench and are added to the roster.

#### **Under 13 (U13)/Under 15 (U15)/Under 18 (U18)**

**Head coaches** - must have Coach 2 Level, Respect in Sport & Checking  
**Assistant coaches** - must have Coach 2 Level & Respect in Sport  
**Goalie Coach Certification** - must have 1 registered coach with this certification; must have Coach 2 Level, Respect in Sport & Goaltending 1.  
**Trainer** - must have Hockey Canada Safety Program & Respect in Sport  
**Manager** - must have Respect in Sport if you are going on the bench and are added to the roster.

#### **U13 AA (male & female teams)**

**Head coaches** - must have Development 1 or HP1, Respect in Sport & Checking  
**Assistant coaches** - must have Coach 2 Level & Respect in Sport.  
**Goalie Coach Certification** - must have 1 registered coach with this certification; must have Coach 2 Level, Respect in Sport & Goaltending 1.  
**Trainer** - must have Hockey Canada Safety Program & Respect in Sport  
**Manager** - must have Respect in Sport if you are going on the bench and are added to the roster.

#### **U15 AA (male & female teams)/U18 AAA (male & female teams)**

**Head coaches** - must have High Performance 1 certified, Respect in Sport & Checking  
**Assistant coaches** - must have Development 1 & Respect in Sport.  
**Goalie Coach Certification** - must have 1 registered coach with this certification; must have Development 1, Respect in Sport & Goaltending 1.

**Trainer** –must have Hockey Canada Safety Program & Respect in Sport

**Manager** – must have Respect in Sport if you are going on the bench and are added to the roster.

#### **U18 AA (male & female teams)**

**Head coaches** - must have Development 1 or HP1, Respect in Sport & Checking

**Assistant coaches** - must have Development 1 & Respect in Sport.

**Goalie Coach Certification**– must have 1 registered coach with this certification; must have Coach 2 Level, Respect in Sport & Goaltending 1.

**Trainer** –must have Hockey Canada Safety Program & Respect in Sport

**Manager** – must have Respect in Sport if you are going on the bench and are added to the roster

**December 10** - final date for all team officials to obtain appropriate certifications. Teams will be fined \$50 per infraction by Hockey Sask as per regulation 8.01.01 a)

#### **Please remember:**

**If an individual will ever be on the ice with the team or on the bench with the team, they must be registered with Hockey Canada for insurance purposes. Any unregistered individual who is injured on the ice or on the bench will NOT BE INSURED.**

- e) A maximum of five (5) team officials (coach, manager, trainer, and assistant coach(s)), as listed on the SHA certification form will be allowed on the team bench during the game. All coaches and assistant coaches are required to have their proper certification level as per SHA regulations. **Even if circumstance arise that may prevent team officials from helping on the bench it is still that persons responsibility to attend and complete all certification required.**

#### **Criminal Record Check**

It is mandatory that all Team Personnel listed on the team roster obtain a Criminal Record Check.

To apply for the criminal record check, you will need two pieces of ID (one must have a picture).

Coaches living in Prince Albert can obtain their CRC at the City Police Station. Residents outside of Prince Albert City limits can obtain their CRC at the RCMP Depot on highway 2 north. Coaches who need a vulnerable sector check will be contacted by the police agency or PAH for further instructions.

#### **Team Coach/Manager Duties**

- Organize team meetings. This will give the parents and the Coaches a chance to meet and talk. Some teams will hold this meeting at the arena; others will plan an evening in another private area away from distractions.
- Prepare an agenda in which items such as team rules, budget, parent participation, etc., should be discussed.
- Distribute a copy of the season schedule or email copy to parents. Follow up and make sure all have notification.
- Prepare a Team roster with the parents and players' full names and addresses, phone numbers and e-mail addresses. A copy of this list should be supplied to all team members. *(Some families wish to keep some of their information private so ensure all have agreed to the information being shared before sending out the information.)*
- Open a team chequing account to pay all outstanding team bills as per the Finance Package
- Prepare a budget based on the results of the parents meeting and what the team wishes to accomplish for the season.
- Oversee fundraising ventures.
- Tournaments should be addressed immediately as they fill up fast.
- Arrange with PAH to receive the team jerseys. At the end of the season make sure they are cleaned and repaired if necessary and make arrangements with PAH to return them.
- Communicate with parents regarding the league schedule, schedule changes, team news, etc.

- Complete a ***Tournament and Exhibition Game Form*** prior to any tournaments you may be attending or exhibition games.
- There are various team duties which must be done throughout the season, and it is the responsibility of the Team Coach/Manager to delegate these duties to the parents on the team. A schedule should be prepared for Timekeepers and Score Keepers. Ensure parents are trained in the proper completion of game sheets and the operation of the score clocks. Further, for game volunteers a course of action should be discussed or distributed regarding whom the parent is to contact should they no longer be able to work one of their shifts – e.g. the parent may be responsible for swapping shifts or finding their own replacement.
- Participate in coordination of PAH tournaments.
- Plan an end of the year celebration for all team members and coaching staff.
- Assisting in any team/player conflict resolution processes.
- Preparing, submitting, and retaining copies of all team travel permits.
- Arranging for referees for all exhibition games.
- Any other administrative duty that may arise.
- Other tasks may be fundraising, tournament committee/tournament finder, jersey care, social events, website, etc.
- Prepare and distribute a team contact list which includes player's names, jersey numbers, telephone numbers, and parent's names.
- Contact players regarding changes in the schedule. Email can be used but it's important that ALL families have access to the information in time. For example, work emails could mean that a message sent Friday would not be received until Monday.
- Organize extra ice time either indoors or outdoors for practices or exhibition games in consultation with the coach.

Part of the Team Coach/Manager's role is to ensure games run as smoothly as possible. The Coach/Manager will be involved in pre-game prep, at-the-game organization, as well as post-game wrap-up.

The most important thing the Team Coach/Manager can do is delegate – it is almost impossible for a Team Coach/Manager to do everything without help. Not only will the Team Coach/Manager's stress levels decrease, but having parents take a hands-on approach with their child's team will increase communication among the parents. A strong parent base will make for a strong team.

Most parents will be prepared to volunteer in some capacity; a good rule of thumb is that each family should take on at least one role. There are a number of roles that need to be filled throughout the minor hockey season and most parents are more than willing to help.

The Team Coach/Manager is the keeper of the Team's personal information. Because one never knows when a specific piece of information is needed, it is a good idea for the Team Coach/Manager to create a binder of forms and handouts that can be taken to meetings, games, etc. to keep data easily accessible. Documentation will have to be completed following all games. It is a good idea to have extra forms on hand.

***Documents to include in a binder:***

- Roster
- Contact lists
- Player medical forms (in a confidential folder within the binder)

- Schedules (practices, games and parent volunteers)
- Current financial information

### **Game Day Duties**

#### **Pre-Game**

- Open the dressing room door and if required, monitor the team until the coaching staff is in the room.
- Ensure you have volunteers for game clocks and game sheet.
- Verify to see if game officials have arrived.
- Ensure the game sheet is filled out including noting absent, affiliated, or suspended players.
- Ensure jersey colors do not conflict.
- Ensure your game sheet matches the players who have been dressed (critical in the case of suspensions and affiliates)
- Secure the dressing room once all the players have gone on the ice.

#### **Post-Game**

- Obtain a copy of the game sheet. Do not leave the arena without your copy of the gamesheet!
- Email a copy of the game sheet to [pahgamesheets@gmail.com](mailto:pahgamesheets@gmail.com).
- Enter game info into the team microsite on Prince Albert Hockey website.
- Make a final check of the dressing room once the team has left to ensure there has been no damage done.

### **Parents Meeting**

Team meetings are essential in the development of formal communication amongst a team, and they encourage participation from all members. An initial meeting should be set up shortly following the formation of the team – for many this will be the first time they meet other parents and coaching staff.

Suggested items to cover during this meeting include:

#### ***Suggested Topics:***

- Introduction of coaches and parents
- Coaching overview-credentials and philosophy
- Review the PAH Code of Conduct
- Budget
- Team fees
- Team jersey deposit and safekeeping of jerseys to ensure return of deposit at end of the season –**IT IS IMPERATIVE THAT SOMEONE COLLECT ALL JERSEYS AFTER EACH GAME. THE JERSEYS ARE NEVER TO GO HOME WITH THE PLAYERS.**
- Fundraising activities
- Team apparel if interested.
- Coaches' rules for players and parents
- What are the parents' expectations of the coaching staff
- Games: Regular season, exhibition, tournament
- Practices: Structure, number, indoor or outdoor
- Team goals
- Possible tournaments
- Distribute any form that needs parental attention.
- Questions

Many teams adopt the "24 Hour Rule" – this is explained below:

#### **24 Hour Rule**

Should an issue arise between a player/parent and coach, a 24-hour cooling-off period must take place prior to any discussion of the problem. All problems of this nature are to be first brought forward to the Manager. The coach and player/parent should meet privately to address any issue and hopefully arrive at a mutually acceptable

resolution. If the player/parent is still not satisfied with the outcome of this meeting, an official complaint should be lodged with the Team Manager.

***No player/parent should approach any team official, referee or opposing team coach, under any circumstances.*** All complaints are directed through the Team Manager who will then determine the correct method of action through appropriate channels.

Failure of a parent/team member to abide by these rules or procedures may mean the discipline of the person and or the player found in violation.

**THIS MUST BE READ AT THE TEAM MEETING.**

### **Team Rules**

- These should be determined at the first meeting of the year. These rules should be decided through input from coaches, players, and parents. Participation by all parties is important if team rules are to be followed.
- Rules should be written out and handed to each family, so they are aware of the team rules both on and off the ice. These rules are over and above association rules and deal with items such as missing practices, game arrival times, talking to the coach, parent conduct, etc.
- Ask about special concerns such as medical problems and the unavailability of players who will be on vacation or planning special trips.
- The coach should go over his/her feelings about sportsmanship and the behavior that is expected from the players during the season, win or lose. Emphasize conduct that will not be tolerated.
- Direct special comments to the parents and emphasize the parental behavior you expect from them as part of the team and this association.
- Some parents will cover the clock and others will contribute in another manner. A list should be prepared at the beginning of the season and given to parents so they know when it will be their turn.
- Explain how the Team Manager or Coach(s) can be reached if there are any problems or concerns.
- Additional people in dressing rooms i.e., siblings, after games, women in boys' dressing rooms, men in girls' dressing rooms etc. should be addressed.

### **Budget**

Budgeting issues should be discussed with the parents at the beginning of the season to ensure team expectations are reasonable. Determine what expenses cannot be avoided, what additional activities the team would like to participate in and their additional cost to the team and then how the necessary funds will be raised and distributed.

It is then the responsibility of the Team Coach/Manager/Treasurer to formulate a “team budget” that takes account of expenses related *directly* to hockey. These expenses can include:

- Team Fees to the association
- Tournament fees
- Extra ice time
- Ref fees for exhibition games
- Year-end celebration

#### A. TEAM FINANCIALS

1. The teams playing in the Sask AA Hockey League will follow the AA Manual.
2. The AA teams playing in the Sask Female Hockey League will follow the SFHL Manual.
3. The maximum amount non-AA teams playing in the **Sask Female Hockey League** can charge per season for team fees is **\$600.00 per player**.
  - Team apparel may be purchased up to a maximum of \$200.00 per player.
4. In U7-U9-U11 the maximum amount a team can charge per season for team fees for all PA Teams is **\$300.00 per player**.
5. In U13-U15-U18 the maximum amount a team can charge per season for team fees for all PA Teams playing in the **PA League and Sask Valley League** is **\$450.00 per player**.
  - Team apparel may be purchased up to a maximum of \$200.00 per player.
6. This fee includes all team fundraisers, tournaments, apparel.

Examples:

- Teams cannot sell tickets and make the parents pay for them up front.
  - Teams cannot order team apparel and make the parents pay for it.
  - Teams cannot have a bottle-less bottle drive or make the player bring a set amount of bottles to the bottle drive.
7. Teams are advised to stay away from any SLGA Licensed fundraisers (example: Licensed Lotteries or Bingos.)
  8. Teams are NOT allowed to use alcohol/alcohol gift cards or any version thereof for any minor hockey team fundraisers/team raffles etc.
  9. Teams cannot ask parents to pay any amount of money over the maximum startup fee.
  10. Coaches are responsible to enforce these rules and failure to do so will result in Coach Suspensions and or loss of team bond.
  11. Team fees can be paid up front or in installments.
  12. Any fees above this must be achieved through team fundraising.
  13. Parent Participation-any team refunds at the end of the season are dependent upon parent participation throughout the hockey season (examples: working time clock for league games/tournament shifts/fundraising endeavors/collection of jerseys after each game.)
  14. As a team you CANNOT return money to your parents at year end in the amount greater than their Startup Fee.
  15. If a team finds themselves with excess money, they will be required to donate the excess to The Community Club they PLAYED out of.

**Teams should collect at least partial team fees before purchasing team apparel, extra ice or going to tournaments. Purchasing these items before you have collected any fees may leave your team struggling to collect from some parents and thus putting the expense of these items on the remaining parents on the team. Apparel and tournaments are extras and if you have not received fees from all parents on the team you should not be purchasing such items.**

#### **Fundraising**

With fundraising activities, it is important to build community support for future years; therefore, it is important not to step on the toes of any other groups or to pressure anyone into donating funds. *Any excess fundraising money should be dealt with as per the rules listed in the financial package.*



Teams may use a variety of means for fundraising, most typically bottle drives. Fundraising should be determined by need and parents' commitment. As a team, it is important to discuss what set costs and what extra costs the team will face throughout the year (from tournaments to a yearend celebration). The Team Coach/Manager needs to ensure the team's goals are reasonable and that the team has the ability and dedication to perform the chosen fundraising initiative. The team should determine up front whether the fundraiser is a team event or on a per player basis and whether minimum participation levels are required/expected, etc.

### **Team Jerseys-name bars-care of uniforms**

A \$400.00 team bond is required from all teams prior to receiving their team jerseys. This fee will be returned at the end of the season when the jerseys are returned clean in an undamaged state.

This means that all your jerseys must be returned on time and all together at the end of the season.

Game jerseys are to be worn during games only and shall **NOT** be worn at practices. Game jerseys may be worn by players who are involved in a fundraising event in order to identify themselves but will not be worn to any events in which damage may occur to the jerseys.

Garment bags are to protect and carry team jerseys.

**Jerseys should NEVER be given out to individual players but kept together in the jersey bag.**

**The team coach and manager are ultimately responsible for the care of the jerseys. It is a good idea to have a dedicated Jersey Parent Volunteer. Please ensure they understand the responsibility associated with caring for the jerseys, and that proper washing instructions are followed.**

Teams inquiring about name bars will need to talk to the PAH office to see if they allow name bars and if they are allowed teams will need to follow the PAH rules for putting on and removing the name bars from the jerseys. Stop signs are not to be moved or covered up to have name bars added if allowed.

### **Tournaments**

#### **Hosting a tournament**

Tournaments not only give players a great opportunity to play a tournament on their home ice but is also an essential fundraising tool for teams and community clubs. Each player's family will be required to volunteer time to ensure a successful tournament.

- All divisions will be assigned a weekend that their tournament is booked. This will mean all teams in that one division will need to work together to organize their tournament. The dates for all tournaments are indicated on the PAH website. The registration fee for each tournament has been established by PAH.
- There is not an option to opt out of the tournament. All teams in each division are equally financially responsible for the cost of their tournament.
- Community Club Tournaments are a way of fundraising for teams and the community clubs by utilizing the rink and the canteen.
- Each team will need to have a tournament contact person for their team who is responsible for working with the other teams in your division to organize the tournament.
- PAH teams are responsible to find visiting teams to attend the tournament, as well as to organize the game schedule and coordinate volunteers to work at the tournament.
- Several meetings with the other teams in each division will be needed before each tournament to cover all the details.

Things to discuss at tournament meetings:

- The main contact person for the entire division. This person will be the contact person for the visiting teams to find out more information about the tournament. It is important this person is established early in the season, so visiting teams know who to direct their questions to and register with in the tournament.

- The rules for the tournament—tie breaker rules
- The rink boss for each arena – often each division’s community club tournament is played at more than one arena, so there will need to be a person in charge at each arena to answer questions or to discuss problems that may arise. The rink bosses are also in charge of communicating the scores at each arena with each other, so as to keep the standing sheets updated.
- If you will be having:
  - prize tables
  - player of the game awards
  - trophies or banners for winners
  - puck toss
  - 50/50 tickets each game or one large one for whole weekend.
- Worker schedules
- Pucks for games
- Game sheets-these will need to be picked up from PAH, filled out, and returned to PAH by the Monday morning after the tournament.
- Posting of sanctions – sanctions are applied for and supplied by PAH but will need to be posted at each rink.
- Printing of and posting of the game schedule and standing sheets for the tournament
- Organizing of and printing of a tournament program for the weekend
- Each community club needs these tournaments to help run their rinks and rules will need to be followed.

Please note you need to have the schedule typed up on an excel spreadsheet and sent into the office at least two weeks prior to your tournament, so that it may be given to the Referee in Chief for review before referees will be scheduled.

### **Going to a Tournament**

Tournaments should be addressed immediately as they fill up fast. It is the Team Coach/Manager’s job to register for these tournaments by completing the tournament registration form and sending the required fee. Hotel accommodation must be arranged at the same time as the registration for the tournament. Accommodation will fill up fast.

Tournament schedules are usually available one week prior to the tournament. Teams should be prepared to play early on Friday for most tournaments.

Managers are to review and understand all tournament rules prior to arrival at the tournament and ensure that the parents and players are aware of these rules too. This will prevent any misunderstandings upon their arrival at tournaments.

Team rules should be distributed prior to the trip. Teams must at all times remember they are representing Prince Albert Hockey and that PAH rules apply.

Suggested topics include:

- Team members and parents/guardians are representing the PAH at the rink and at the hotel.
- Be respectful to other teams both on the ice and at the hotel should you find another team staying there (i.e., no swearing or putting down other teams).
- Any damage done at the rink or hotel is the sole responsibility of the parent(s)/guardian.
- Parents/guardians are responsible to supervise their child both at the rink and the hotel at all times (unless otherwise determined).
- Team members are encouraged to have fun with their teammates but must be aware of other families, other teams with varying schedules and other hotel guests.
- Team members' arrival at the rink prior to game start time is determined by the coaching staff.

All game sheets from games must be retained and returned to the Prince Albert Hockey office 24 hours after returning from an out-of-town tournament.... There is a mail slot in the minor hockey door if you wish to drop off in the evenings.

### **Referee's**

Teams are responsible for paying the referees for exhibition games.

Complaining to a director, other coaches, the president, or anyone in PAH does nothing to get you heard, but only makes you look like a complainer.

Referees are not obligated to explain call to coaches and can skate away.

Getting upset at the referees by you or your staff only gets your players upset.

Upset players will spend even more time in the penalty box.

Never attempt to "coach" young referees. That intimidates them and makes them more nervous and mistake prone.

Referees have good memories they will remember a coach who gives them problems.

Referees are not perfect, but they will make fewer mistakes in a game than you.

Never yell, curse, or make gestures at officials, you may get a game misconduct.

Do not discuss calls or non-calls at the post-game handshake. They are under no obligation to answer these.

You have no right to critique a referee at any time.

You are still able to get suspended from the game once the final buzzer has sounded and this suspension will carry over.

If you have anything to say to a referee, a friendly approachable manner would be best, between periods or on an extended break. But remember they are NOT obligated to speak to coaches.

Never approach a referee once off the ice or approach the ref room. This goes for all parents, players, and team officials. Failure to observe this rule will result in immediate suspension pending review by the board.

### **Game Sheets**

Fill out the game sheet with:

- Players full names and jersey numbers (*Labels are efficient and quick but remember you need three for each game sheet*)
- Suspended Players must be recorded on the game sheet.
- AP players must be added to the game sheet and the letters "AP" must be beside their name.
- Game number and date should already be identified on top of game sheet if you are using a blank game sheet make sure to enter the date and teams playing.

- Date, Home team, visiting team, scheduled or exhibition game.
- Timekeepers and score keepers, usually parents of team members, should know how to record all penalties, scores, etc. Referees will sign off game sheet when game is over.
- Once a team prepares the game sheet, please then give it to the opposing team so they can complete their team information.
- After the game, a copy of the game sheet is given to both teams. Game sheets should be kept until the conclusion of the year.
- Email a copy of the game sheet to [pahgamesheets@gmail.com](mailto:pahgamesheets@gmail.com).
- Supplies of game sheets are available at the Kinsmen and Steuart rink attendants' office and in the referee room at the Art Hauser Centre.

### **Bad Weather**

Stormy Weather Conditions: In the case of stormy weather conditions that may prevent teams traveling on highways for league games the following process is to be used: Safety of the players is the primary concern however teams should make every effort to play scheduled league games where possible. If cancelled it is both teams' responsibility to contact the arena, hockey coordinator and the referees to let them know of the cancellation. All games cancelled due to weather will result in a 0-0 tie.

### **Extra Ice Time**

Scheduling extra ice time for exhibition games or additional practices can be done.

Booking and paying for another rink for additional ice time is the team's responsibility.

Booking and paying for the referee is the team's responsibility.

### **Website**

The website contains a lot of great information and links. You are encouraged to go online and check out the site. Each team is required to put your team roster and coaches contact information on the site.

Also, each team should update the scores for your teams' games.

The website is an effective tool for team games, practices, meetings, team events and should be utilized for your benefit as well as parents and players.

Each team has their own page on the website where all this information can be put. You can also put in the parents emails to make short work of sending out a mass email to your team.

### **Complaint process**

Over the course of the season, it's possible that you will run into a situation that requires some form of resolution. This may be behavioral issues with a player, a parent, or even another official on your bench. When there is a disagreement or a conflict, expressing feelings and opinions in a respectful manner is vital.

There may come a time when a Team Coach/Manager will have to act as a liaison between the team parents and coaches to resolve disputes. The parents should be comfortable knowing they can bring concerns to the Team Manager for any reason. The Team Manager should work with the coach and parents to first try to resolve disputes at the team level. Open communication, consistency, and mediation by the Team Manager are key. If a dispute

cannot be resolved at the team level, the Team Coach/Manager should contact their Association for the appropriate next step.

Please stress to your team and parents that all conflicts require quick resolution! It is not in anyone's interest to let problems fester. It is our goal to resolve all issues quickly and efficiently. Please help us by being diligent and not allowing things to get out of hand.

***Reminder: Please use the 24-hour "cool down" period before submitting and/or responding to a complaint.***

### **Suspended players or coaches**

Should one of your players or coaches receive a major penalty and you are unable to contact the office to receive a ruling on the infraction, **DON'T LET THE PLAYER OR COACH PLAY OR BE INVOLVED IN ANY FURTHER GAMES!**

It is the team's responsibility to ensure ineligible players are not playing. Playing an ineligible player could lead to forfeiting games and indefinite suspensions for Coaches, Managers and Players.

**While a player or team official is serving their suspension, they may not participate with that team in any other aspect.**

**A suspended player cannot be present on the player's bench.**

**A suspended team official cannot be present in his/her teams dressing room prior to, during, or following the game(s) they are suspended from or be on the player's bench. Team officials who violate this will be dealt with by Hockey Saskatchewan.**

4. If you are ever unsure of a pending or possible suspension, please contact the office for clarification.