



Manager's Handbook

June 2024

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Introduction

The Manager plays a very key role in the operation of a team. This manual was made to help provide new managers and existing managers with a general guide.

If you have any ideas to improve on this document please email them to:
managers@southcalgaryringette.com

Please familiarize yourself with other documents and information on the SCRA website as they contain valuable information that may help you in your role as Team Manager.

For example:

- [Managers Information](#)
- [RAMP Information](#)
- [Team Bank Information](#)
- [Manager FAQs](#)

Please also take some time to familiarize yourself with the information available on other important websites:

- Ringette Calgary www.ringettecalgary.ca
- Chinook League www.chinookringetteleague.com
- Ringette Alberta www.ringettealberta.com
- Ringette Canada www.ringette.ca

Follow us on [Facebook](#) or [Instagram](#) for the latest news and announcements!

Contacts

Most of your questions can be answered or referred accordingly by the following contacts:

Manager Liaison	managers@southcalgaryringette.com
Coach Admin	coachingadmin@southcalgaryringette.com
VP Admin	vpadmin@southcalgaryringette.com
Equipment / Jersey Manager	equipment@southcalgaryringette.com

Other SCRA Contacts can be found here: <https://southcalgaryringette.com/content/contacts>

Questions about league games and score reporting? Contact your Chinook League Division Coordinators: <https://www.chinookringetteleague.com/content/contact>

Role of a Manager

The role of the Manager is to be a liaison between Parents and Coaches. Managers coordinate the team activities with all parent volunteers, communicate ice schedules of game times and practices to the parents, and other team activities throughout the season.

As a general guideline:

- a Head Coach should not hold another position on the same team's staff
- spouses should not be a Head Coach and Manager within the same team

General Responsibilities

- Assist the coaching staff to organize team activities, and assist with achieving goals and expectations of the team
- Communicate the team's schedule to players and parents *usually through a TeamSnap account*
- Encourage team spirit and a positive environment.
- Encourage good sportsmanship and respect towards others.
- Be fair and impartial.

Other Responsibilities

- **MEDICAL FORMS:** Distribute and collect completed SCRA Medical Forms. Ensure all Team Staff and Families are aware of player allergies.
- **GAME SHEETS / RAMP/ TeamSnap**
- **NEW PLAYERS:** A new player who has never played Ringette before must provide a copy of their birth certificate to SCRA. This is a one-time only requirement for new players.
- **FINANCES:** Assist the team treasurer, social coordinator and tournament coordinator in organizing and managing the following areas:
 - Team Budget / Reimbursement of team expenses
 - Social functions / Wind-up party
 - Fundraising activities
 - Tournament registration fees
- **CHANGE ROOMS:** Ensure there are change rooms / privacy space available for any male players or for any non-binary or female players who may prefer a private space.
- **CERTIFICATIONS:**
 - Assist Coaching Admin to gather information and follow up with police checks and certification of the coaching staff when needed.
 - Assist Respect In Sport coordinator to ensure parents and coaches are up to date

Team Communication

Parent / Team Meetings

It is a good idea at the beginning of the season for the coaching staff to usually include the manager in organizing a meeting with all parents to discuss their philosophy of Ringette, team goals and expectations, and to get a consensus of what the parents would like to see. **The first parent meeting of the season may include the following agenda items:**

- Words of welcome from the coaching staff including introducing:
 - Assistant Coaches, On-Ice Volunteers and Team Manager
 - Junior Coaches
 - Other team volunteers (eg. treasurer, tournament coordinator, social coordinator)
- A distribution of a list of player names, addresses, phone and cell numbers, emails of all parents and guardians. TeamSnap is a SCRA favourite App to input roster information, practice and game schedules. It is important to first get consent from all parents to distribute this information to others on the team prior to releasing it. A good approach can be:

“We will be putting a list of names, phone numbers and emails together so that you can contact each other if you are looking for rides, or have other ringette questions (ie. relating to tournaments). If you would rather not have this information distributed, please let me know and I can exclude your phone number or email. Any team correspondence would then be passed on to you through me as the team Manager or one of your Coaches. Any information that parents want to exchange with each other falls outside of SCRA’s privacy policy”
- Head Coach outlines their philosophy and expectations (from both players and parents) of all ice times and training sessions, and suggests possible goals for the team. Expectations can often include things like how to communicate your availability or cancellations to ringette events, and how early to arrive at events.
- Discuss team volunteer roles and assign accordingly.
 - eg. Treasure , Tournament Coordinator, Social Coordinator, Fundraising Coordinator
 - Identify any interested on-ice helpers (provide NON-COACHING help on an OCCASIONAL basis). **These helpers need to complete an on-ice role application with SCRA and complete the required certifications.**
 - Dressing room helpers, if coaches want them (ie. some teams assign 1 or 2 dressing room moms to help at each practice and game.) **These volunteers require a PIC.**
 - Scorekeepers / Timekeepers – all parents (generally non-coaching families) are encouraged to take turns fulfilling these important roles. Assignment on a rotational basis and good to prescheule in TeamSnap for each game.
 - Shot clock operators (U12 divisions & up) – A few shot clock training sessions are typically held by Ringette Calgary or various associations including SCRA in September or October. Watch for details on these sessions to share with your team.
 - Shot clock coordinator (U12 divisions & up) – this parent is responsible for the team’s shot clock (storing at home, bringing to all games, setting it up at the rink). This role receives 100 credits toward their SCRA Volunteer Bond.
- Discuss a dollar amount (\$) for a team cash call.

SportzSoft TeamView Tool

Once teams have identified a team manager, coaches should notify the VP Admin to request that their manager be added to their team staff in SportzSoft. This will “activate” them with the appropriate SportzSoft access.

The Manager is responsible for communicating all information to their team. This can be done through websites or apps such as TeamSnap App, or other platforms of your choice.

► Ringette Calgary requires the use of SportzSoft for league scheduling. **Team schedules for practices, league games and gym practices will be added to the SportzSoft system by the SCRA Ice Scheduler.**

Managers should familiarize themselves with the SportzSoft system in order to:

- enter any blocked dates for tournaments or other events as per the Scheduling / Blocking policies
- add team specific activities to the schedule
- For information on using the TeamView tool in SportzSoft, please refer to the “SportzSoft TeamView Setup Guide” on the Managers section of the website.

Some teams use their team funds to make use of other apps such as Team Snap to communicate with their teams. Managers should be aware that this creates additional work for them to manually enter all the schedule information across from SportzSoft, ensure the information is accurate, and continually check the SportzSoft system for any changes or updates. SCRA encourages teams to make use of the SportzSoft Teamview system and the RAMP Team App.

► If you have any questions about using SportzSoft, please DO NOT contact SportzSoft directly. Please contact VAdmin@southcalgaryringette.com.

RAMP

At the beginning of the season, your division coordinator at Chinook League will email the manager and head coach, your team's login information for RAMP Game Portal. ***Do not change this password!***

You will access your TEAM CODE, GAME CODES, HOME and VISITOR CODES for GAME SHEETS

It is a good idea to update your TeamSnap Games with the appropriate CODES for your Score Keeper. Ensure your Head Coach their codes.

It is a good idea to have spare “scratch” game sheets for your scorekeeper to manually keep track of game data - [these can be printed here](#).

Ensure your parents that will be scorekeeping download the RAMP Game Sheets App on their personal device, and create a personal account (this is different from their RAMP account, but a good idea to keep the same login information). Ensure this is done before they are the scorekeeper!

Team Admin

Team Schedule

Team schedules (ice practices, gym practices, and league games) are available on your team's TeamView site in Sportzsoft [via this link](#)

- Ice can be distributed on short notice so you must check your team's schedule regularly.
- SCRA ice scheduler receive the league game schedule and most practice ice times from Ringette Calgary and then assign it to the teams as soon as possible. Schedules are often received for only a few weeks at a time. **They cannot allocate ice until they receive it from Ringette Calgary. Please be respectful to schedulers at all times.**
- It is important to stay in close communication with the SCRA ice schedulers through Sportzsoft and entering blocks for your team's tournaments you have applied to and other events that would prevent your team from attending a practice or game on a certain day or time. Rescheduling games or practices is not guaranteed.
- Familiarize yourself with the "[Practice Ice Pool](#)" system in Sportzsoft to offer or pick up unwanted practice ice. See the info posted on the Managers page of the website.
- **Game Rescheduling:** Is completed by Ringette Calgary and can only be done for Session 1
<https://ringettecalgary.ca/forms/game-reschedule/>
- **Game Cancellation:** for inclement weather ONLY
<https://ringettecalgary.ca/forms/game-cancellation/>

League games and standings can be viewed at <https://www.chinookringetteleague.com/>

Player Cards

Most teams like to have a small wallet-sized team roster card (usually laminated) for all parents that list the players, their jersey numbers, and parent contact information. This is extremely helpful at the beginning of the season when everyone is getting to know each other, and also as the season goes

Here is a [sample template](#) for these cards that can be completed for your team and printer for families.

Team Photos

Team photos are typically in mid-October. Information on the actual dates and scheduling for the team picture will be sent out to managers in late Sept or early Oct. Please ensure your families are aware of the team's time slot and to arrive only 10 minutes before!

Team Apparel

TO BE UPDATED AUGUST 2024

Team Jerseys and Equipment

Game Jerseys: Managers will receive jerseys for the team at the beginning of the season. Keep the hangers and jersey bag that come with your team's jersey set for returning at the end of the season.

Managers and coaches can decide how to assign jersey numbers to their players (ie. 2nd year players get first choice, poll all players for top 3 favourite choices, etc). Managers may want to keep any extra jerseys on hand in case a player happens to forget their jersey for a game.

Players are expected to keep their game jerseys in good condition. For example, encourage players to keep their jerseys in a drawstring or other protective bag inside their gear bag rather than just loose to prevent it from getting damaged. Game jerseys are NOT to be used for practices. Team practice jerseys are NOT permitted for use during any tournament, exhibition or league games.

At the end of the season, managers must collect the jerseys from their players and ensure they have been washed. The SCRA Equipment Manager will notify managers about jersey and equipment return dates. Jerseys should be returned with their original hangers and jersey bags.

Ringette Pants: All U10-U19 players are required to purchase their own SCRA pants for wearing during games. Pants are available for purchase at the Ringette Store. (www.ringettestore.com) You may also be able to network in the SCRA community to find used / second-hand ringette pants.

Goalie Gear: Goalie gear is provided to all teams U12 and under, and to older teams as needed. Teams are responsible for returning equipment in good condition. Extreme damage or equipment loss will result in the team replacing or paying for replacement equipment.

Coach Bag: Each team will be issued a coach bag with rings, cones, and other equipment.

Contact the SCRA Equipment Manager with any questions or requests about your team's equipment needs.

Shot Clocks

Shot clocks are used in U12 divisions and up. Each team needs to have a minimum of a couple parents who know how to operate the shot clocks for league and tournament games. There are usually 1 or 2 training information sessions facilitated by Ringette Calgary or by the individual Ringette Associations at the beginning of the season. The SCRA website has a Shot Clock Information sheet on the website for reference.

Each team also needs a parent volunteer who will be responsible for storing the team's shot clock, bringing it to all games and setting it up. This volunteer role is eligible for 100 credits toward their SCRA Volunteer Bond. Check with the SCRA Volunteer Coordinator for more information.

There are many arenas that have hard-wired shot clocks that teams are welcome to use instead of setting up your shot clock. (See the Ringette Calgary website for a listing: <https://ringettecalgary.ca/league/arenas/>) **It is still strongly recommended to bring your team shot clock just in case the arena shot clock is broken.**

Team Reps at Board / Membership Meetings

Board meetings are generally held on the third Tuesday of each month. At certain board / membership meetings during the ringette season, teams are required to have a representative attend in order to be informed on current SCRA activity, provide feedback, participate in discussions and decisions, and bring information back to their teams.

All teams must have a representative attend each of the Team Rep Meetings to participate in association operations. An attendance sheet is provided at the meetings to ensure a representative from each team is present. The Team Rep Meeting dates will be posted on the SCRA website on the "Important Dates" page.

Team Fundraising

Team fundraising should be approached with an open mind and put to the team for discussion. It can help reduce the cash call amount required from families, which may be a financial burden for some. It can be used to help with additional costs of tournaments, team activities, dryland, etc.

Many teams fundraise through bottle drives, but other ideas include wine basket raffles or 50/50 raffles. You must have the proper license from [Alberta Gaming and Liquor](#) before you initiate any team fundraising activities that involve gaming such as 50/50s or raffles (through Rafflebox).

Teams are to not use SCRA license or Business Number

Be sure to ask your parent group if their employers offer a volunteer incentive program. I.e, some companies contribute \$500 to their employee's volunteer group that could be put toward the team funds.

Volunteer Bond

All SCRA members are required to fulfill the SCRA volunteer bond: 100 credits (8 hours) of volunteer time per player to a max of 200 credits per family. Members who do not fulfill the volunteer commitment by Apr 30 will be charged a non-fulfillment penalty of \$325 per player to a maximum of \$600 per family.

Head and assistant coaches, team managers and team shot clock managers receive full credit for their volunteer bond. Check the Volunteer page on the website for more info or to view current volunteer opportunities. Please contact the Volunteer Coordinator with any questions or to ensure your volunteer credits are recorded.

Coach Admin

Police Information Check (PIC)

All Coaches, On-Ice Assistants, Managers, Dressing Room Assistants are required to obtain a Police Information Check. Head Coaches are ultimately responsible to ensure that all of their staff is cleared.

If staff fails to obtain this clearance they will be removed from the official roster and not allowed to go onto the ice.

For information on [how to apply for a Police Information Check](#)

Junior Coaches

Your team will be assigned one or two JR Coaches, and a JR Goalie Coach. These are players aged 14-17 that wish to be considered for a Junior Coach role in a younger age division and have completed an online application and certifications. More information is posted on the [Junior Coach](#) page of our website.

Affiliation Process

Affiliation means that a player can be called up from their regular team to play a game for a higher division team within the same association if needed to replace an injured or absent player on a game by game basis to bring that team up to a viable size. Ensure you are aware of your age division restrictions (eg. U10 affiliates can play 3 games).

It is not intended to be a development tool for select players to attend your practices. Teams must follow the Ringette Alberta affiliation policy which is available at:

<https://ringettealberta.com/technical-regulations/>

Head Coaches must submit their completed Ringette Alberta affiliation forms to the SCRA VP Admin for processing prior to the RAB deadline. **Ideally this should be completed within 2 weeks of the team's formation to ensure your team is covered for any early season tournaments or games.**

The Ringette Alberta affiliation deadline is **November 15th** of the current playing season.

For more detailed information for Player Affiliation Policy [please review here](#)

Ringette Canada's Managers Certification Program

Managers may choose to take the online certification program offered by Ringette Canada. Coaches are also invited to consider this course to learn more about team administration. At this time, it is not mandatory for SCRA managers to complete this program however **it is required if you want to be officially listed as Manager**

on the official RAB roster.

More information about the program is available at: <http://www.coachingringette.ca/c/index.php?page=327>

Tournaments

Teams do not have to attend any out of town tournaments but most teams will choose to attend at least one. They are a fun way of bonding between players and parents. Here are a few tips:

- A list of sanctioned tournaments with application deadlines can be accessed on the [Ringette Alberta website](#).
- Apply early as there are closing dates to consider. Many tournaments fill up quickly and it can be difficult to get accepted.
- Be aware of the relevant Ringette Calgary and SCRA policies around Tournament Blocks, league game cancellations, and practice cancellations.
- After your team has participated in a tournament, you MUST complete a [Tournament Attendance Form](#) on the Ringette Calgary website.

SCRA Tournaments

SCRA hosts two tournaments during the season which teams may choose to enter. Teams are responsible to cover the entry fee into these tournaments out of their team funds.

- [Ava Esposito Memorial Tournament](#): early October
- [Ring in the Holidays Tournament](#): early December

Check the SCRA website for details about these tournaments. Volunteer opportunities for these tournaments will also be available and will be communicated during the season.

Esso Golden Ring Tournament

All SCRA teams are expected to enter Ringette Calgary's Esso Golden Ring Tournament held in January each year in Calgary. Details about this tournament and the application process are available online at www.essogoldenring.ca. A few points to note:

- Teams are responsible to cover the entry fee into this tournament out of their team funds.
- Teams must provide volunteers to support the tournament, such as check-in table, scoresheet, timekeeper and shot clock volunteers. These roles may be considered for credits toward the SCRA Volunteer Bond. Managers will receive further information from the SCRA Volunteer Coordinator.

Ringette Calgary – City (Zone 3) Championships

For U12 and higher age divisions, the Ringette Calgary season will end with a city / Zone 3 playoff tournament in February/March. Only Calgary teams (Zone 3) participate in these playoff games. The other Zones hold their own playoffs. A few points to note:

- The City Championship will include only Zone 3 teams and is a double knockout series.
- Seeding will be determined based on team standings at the end of regular league games.
- For game reporting of City Championship games, please ensure that Game Results are reported within 4 hours of completion of the game.
- Be sure to familiarize yourself with all the information in the Ringette Calgary rules & regulations, and other resources on the Ringette Calgary website. www.ringettecalgary.ca

Session 3 (Formerly Provincial Playdowns)

Teams in U14 and higher age divisions may choose to attend session 3.

As this is essentially another tournament with associated costs and time commitment, these tournaments should be part of your team's discussion around tournament attendance. While it is up to each team to decide, it is strongly encouraged that your team attends these exciting and memorable events!

More information about Session 3 can be found on the [Chinook Ringette League Website](#)

Teams that qualify through the Session 3 will move on to participate in the Provincial Championships. There is an additional entry fee for this tournament that teams must pay.

For information on Provincial Dates and Locations for all divisions can be found on the [Ringette Alberta Website](#)

Ringette Calgary - U12 Regionals

U12 teams may choose to attend the season-end "Regional" championship tournament. Chinook Ringette League plans Regionals and Head Coaches are provided the information for commitment to attend. This is an optional, but strongly encouraged event. For information on U12 Regionals can be found on the [Chinook Ringette League Website](#)

Ringette Calgary – AS / U10 Friendship Tournament

For AS and U10 teams, the Friendship Tournament is a fun way to wrap up the season. This fun tournament is typically held in early/mid March while the older age divisions are participating in Ringette Calgary City Playoffs and/or Ringette Alberta Provincials.

Teams also traditionally exchange a small gift during the handshake at the end of games (some teams have handed out pencils, bookmarks, bracelets, etc.) For more information on the Friendship Tournament can be found on the [Ringette Calgary Website](#).

Questions?

The SCRA Manager Liaison is a good point of contact for any questions: managers@southcalgaryringette.com

Good luck for a fun and fantastic Ringette season!