

CALGARY SAINTS MANAGERS MANUAL
2013/2014 Season

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 Saints – the Division Coordinator, Hockey Calgary League Chairs, other teams, referees, etc.

The manager is responsible for ensuring all 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. Each manager must establish a primary relationship with the Head Coach. Discuss your role and expectations on both sides. It will vary with each coach and each level. It is very important for the manager and coach to always be on the same page. This manual provides information to aid Team Managers in a smooth operation of the team.

Timbits Managers please refer to the Timbits Operations Manual for more information on the program and game restrictions.

FIRST PARENT MEETING

The manager should arrange a parent meeting shortly after the team is formed. This is the first time the parents and coach staff formally meet. An example agenda of the items to be discussed and agreed upon can include the following:

Introductions

Coaching Overview: Have the coach provide information on the goals and objectives for the season along with his credentials and philosophy.

Outline Team Rules:

Expectations of the players, parents:

- i. Expected time to arrive prior to games/practices.*
- ii. Expected behavior of players.*
- iii. Time when no parents are to be in dressing room to allow “Coach Talk” before and after games.*
- iv. Dress code if decided by team/coach.*
- v. Code of conduct for the players, parents, and coaches.*

Forms: There are a variety of forms that need to be completed by parents and players at the beginning of the season. Be sure to have copies of these forms for hand-out and provide a deadline date to have forms returned. This deadline date may be mandated by the board at the direction of your Division Coordinator. (Player Medical form, Fair Play for Players, Parents & Coaches forms can be found on the Calgary Saints website www.calgarysaints.ca under 'Coaches and Manager's > Manager's office')

Budget: The team will require funds to operate during the season for numerous items including: tournaments, exhibition games, referees, team apparel, team social activities, year-end wrap up party, and year-end gifts. Generally all teams will start their account with a mandatory cash call for all players. \$50-100 depending on budget items is a good place to start. Please be sure to keep in mind that some of our families have applied for Financial Assistance and may not have access to as much funds as other families.

Fundraising: This is a decision to be made at the team level. The most popular and most successful fundraising for our hockey teams are cash calls, corporate sponsorship, skate-a-thons, bottle drives, raffles, etc

Tournaments: The team needs to decide on the number of tournaments it will attend, and if any will be out of town tournaments. Note: when applying to attend a tournament, see if they are often looking for a reciprocal opportunity.

Volunteer Positions: There are a variety of ways that parents can help out at the team level. Positions available for your team include: Treasurer, Tournament Coordinator/s (1 or 2), Fundraising Coordinator, Social

Event Coordinator, Jersey Parents (2), Timekeepers, Scorekeepers, Team Webmaster

Important Dates: *Picture day, Esso Minor Hockey Week, Playoffs, tournament windows, etc. (The full Hockey Calgary list of Important Dates is on the Saints website in the Manager's Office section)*

Question and Answer Period: *The parent meeting should be summarized with a copy given to each parent. This often saves disagreement later in the season and ensures everyone knows what is expected of them.*

It is recommended that each team hold at least three parent meetings – one at the onset and one mid-season, and one near the end of the season. More team meetings may be required for tournament discussions, apparel orders, social events, etc.

TEAM CONTACT LIST

A team list needs to be developed and distributed to parents as early in the season as possible. This list should include: player's name and jersey number, home phone number, parent's names, emails, cell numbers and volunteer positions. The volunteer contact list can be posted on your team website page, under staff. Please be aware that many of our families have parents living apart. In this case, be considerate of the information that they wish to have presented to the team.

It is also recommended to create a laminated wallet size "cheat sheet" with the player names/jersey numbers/parent names /cell numbers. Please keep this small enough for parents to put in their wallet, and ensure that each parent knows what information is going to be on the card.

Team contact information (Coaches/Assistant Coaches/Managers must be updated on the website as we use the website as our main source of communication. (Please DO NOT enter your full roster on the webpage, First names and numbers are ok but no last names please)

MEDICAL INFORMATION

Each manager must collect important medical information relative to each player in case of accident or injury when a parent is not in attendance. Medical forms are available on the website. It is strongly suggested to have medical forms filled out for each player in case of emergency. These are normally kept by the manager.

FAIR PLAY CODE

Saints Hockey is committed to excellence and sets high standards of character and conduct for all of its members, participants, officials and fans. The "Fair Play Code" for Players, Coaches and Parents is to be reviewed and signed by each. These forms are to be kept by the manager, with the medical information.

COMMUNICATION

Saints Hockey will periodically provide information to teams primarily through the Division Coordinator who will then pass on the information to the head coach and/or team manager. Check the Saints website often and encourage your team parents and players to do so too.

TEAM JERSEYS/EQUIPMENT

Saints requires that 2 parents be responsible for the care of the team jerseys. One parent for home, and one parent for away. Please note that team jerseys are not to be worn for practices (excluding Timbits). **ALL JERSEYS SHOULD BE HUNG TO DRY – NOT PUT IN DRYERS.** Absolutely no name bars or crests are to be added to the jerseys.

Other items, such as goalie equipment (Novice), pucks, first aid kits are issued to each team. **THE JERSEY DEPOSIT IS \$300.00, FIRST AID KIT DEPOSIT \$25.00 AND JERSEY CLEANING DEPOSIT IS \$25.00. TOTAL TEAM DEPOSIT \$350.00 (1 CHEQUE) IF ANY ITEM IS NOT RETURNED IN PROPER ORDER THE CHEQUE WILL BE DEPOSITED. (Jersey's must be returned in full, both sets, and in numerical order)**

Also, 1st pair of socks and practice/evaluation jersey is included with your registration fee. Sock or practice/evaluation jersey replacement is \$10 each. Your Division Coordinator will contact yourself or the Head Coach to schedule a time to pick up these items. If any equipment requires repair or replacement, please contact the Equipment Manager. You will be informed at season end as to the collection dates of the jerseys and team equipment.

COACH DEVELOPMENT

All coaches in all divisions require some type of certification. Information on these requirements can be found on the Hockey Calgary website or on the Coaches and Managers> Coach's Corner webpage on the Calgary Saints website. All team officials listed on the official roster must also complete the Respect in Sport – Coach Program. If you are listed on the official roster, you must also complete the Respect in Sport – Coach program. The Calgary Saints Hockey Association will reimburse for fees associated with certification courses for approved coaches. Please ensure that you have all coach certification information on hand at all games and practices; you may be asked to produce it. You may also require this documentation for tournaments.

TEAM REGISTRATION

Teams are registered with Hockey Calgary during the pre-season registration process. Team rosters will be e-mailed to the Head Coach as soon as team and coach selections are finalized. The rosters need to be verified for accuracy with any changes emailed to the Saints Registrar as soon as possible. Please ensure that all parents sign your copy of the roster.

A copy of the Hockey Calgary official team roster must be available at all games as the referee has the right to review it in the case of a player dispute. Ensure you or your coach has a copy of this on the bench at all your games. You may also require this document for tournaments.

RESPECT IN SPORT

One parent from each family must take the mandatory Hockey Calgary "Respect in Sport" parent online course. This course should have been already taken by each family prior to registration. RIS numbers will be posted on the official roster, if a number is missing, verify the number with the family. Numbers can be retrieved from the Hockey Calgary website. Without this number on the official roster the player cannot be on the ice. Should you require assistance please contact the Saints Registrar.

GAME AND PRACTICE SCHEDULES

The manager is responsible for keeping the team informed of game and practice schedules along with additional team events throughout the season. The Ice Coordinator will post the schedules on the website, please ensure your team is aware how to navigate it. Each team manager is responsible for posting any additional tournament/exhibition games and team events on their team webpage. Team website administration is handled by the manager or Team Webmaster.

GAME PROCEDURES

Game sheets are available at the NES rink office or the administration office upstairs at NES when it is open. The home team is responsible for filling out and providing the game sheet. Rather than filling out your roster for each game by hand, it is much easier to create a team list on labels to save time in your pre-game preparations. Be sure to put labels on all three copies of the game sheet. The coach or manager should verify and sign the roster, pass it to the opposing team for roster and sign off. After the game the timekeeper, scorekeeper, and referees will sign the game sheet.

Following the game, the winning team keeps both the white and yellow copies of the game sheet. The losing team gets the pink copy. The winning team is then responsible for reporting the final score and any incidents or suspensions to the league chair within 24 hours and either e-mailing, faxing or mailing the white copy of the game sheet to the league chair within 48 hours. As a Calgary Saints manager it is your responsibility to also report injuries, incidents or suspensions to your divisional coordinator as well as to the disciplinary

committee. Please check with your league chair for any additional requirements for your division. In the event of a tie, the home team keeps the white and yellow copy and is responsible for reporting the game results to the league chair. All exhibition and tournament games must either be approved by your League Chair or be sanctioned by Hockey Calgary. Please refer to the Hockey Calgary website or the Manager's Office webpage on the Calgary Saints website for a link to the sanction instructions. Copies of the game sheets for all exhibition and tournament games must be sent to the League Chairperson within five (5) days of the game or completion of the tournament. You will be provided with the contact information for your Division League Chairperson prior the start of the seeding round by your Division Coordinator. Only those coaches listed on the official roster are allowed on the bench at games.

HOCKEY CALGARY SCORESHEET

For divisions Atom and up, Hockey Calgary will provide a login and password for managers to enter their scores on to the Hockey Calgary website; this information will be forwarded to you by your league chair.

Timbits do not have to report their games to a League Chairperson (see Timbits manual for more information.) Novice teams do not have access to enter their scores on the Hockey Calgary website; this is done by the League Chair.

TEAM AFFILIATIONS

Each team will be provided an approved list of affiliate teams/players by the Saints Registrar. Before this list is formalized, the Head Coach may be asked to advise on player affiliation.

Exhibition and tournament games do not count in the total for the use of affiliates. Please refer to the Hockey Calgary Rule book for more information on team affiliations.

TIMEKEEPERS/SCOREKEEPERS

For all Hockey Calgary seeding round, regular season, EMHW and playoff games, the home team is to supply the Timekeeper and the visiting team is to provide the Scorekeeper. You should also each provide another team representative to handle the gate for your respective penalty boxes.

For exhibition games and tournaments, the host team supplies both the Timekeeper and Scorekeeper. The visiting team may provide a team representative to handle the gate for the penalty box.

For parents new to these positions, the Hockey Calgary Off-Ice Official's Manual can be found on the website. Here you will find information on how to use the various scorekeeping machines in the city, etc.

Hockey Calgary Length of Games

<u>Permit length</u>	<u>Length of periods 1, 2 and 3</u>
1 hour permit	12, 15 and 15 minutes
1 ¼ hour permit	15, 15 and 15 minutes
1 ½ hour permit	15, 15 and 20 minutes
1 ¾ hour permit	15, 20 and 20 minutes
2 hour permit or greater	20, 20 and 20 minutes

Note: all games are stop time, no timeouts, with a 3-minute warm-up before each game.

REFEREES

Saints Hockey pays referees for all pre-season, regular season, Esso Minor Hockey Week and Playoff games. All exhibition games are the responsibility of the individual teams. All exhibition game requests require 72 hours' notice as a minimum. It is best to book your referees as soon as possible. Please contact the Saints Referee

Coordinator to make your request. The Saints Referee Coordinator will book all officials for Saints home games for all Novice and Atom teams. You can contact the referee coordinator under the 'Executive' page on the Saints website.

SUSPENSIONS

Suspension write-ups will see the game sheet travel to the referee's dressing room. The manager must follow up with the referees. Suspensions need to be reported to your League Chairperson immediately so that you are able to determine a player's eligibility. If a player is serving a suspension, mark on the game sheet, example (serving 1/3). Please refer to the Hockey Calgary Rule Book for more details.

ESSO MINOR HOCKEY WEEK

Eso Minor Hockey Week is the largest minor hockey tournament in the world, which includes all categories and divisions from Novice to Junior. Eso Minor Hockey Week sees over 8,500 kids, 507 teams, 2,500 coaches and over 4,000 volunteers. This Tournament is the Stanley Cup of minor hockey, which first kicked off back in 1970 and is still going strong today. Novice players will only play a standard 3 games; they will not participate in playoff format. **EMHW runs from Jan 10 - Jan 18, 2014.**

INJURY REPORTS

Hockey Canada provides an insurance policy that takes over when basic and extended medical insurance is exhausted. In case of accident or injury, a Hockey Canada injury report **MUST** be filled out immediately and sent to the address on the bottom of the form.

EMERGENCY ACTION PLAN

It is recommended that each team have an emergency action plan.

For example:

- One coach will go onto the ice to check on a player that is down
- Coach will assess and see if the player can return to the bench under his/her own ability, with minimal assistance. Do not help the player up.
- If player is hurt and needs medical assessment, arms crossed signal.
- All coaches have taken a Safety program. If more medical attention is required, the manager or designate will call 911 and provide the address of the rink. (keep a list of all arenas and addresses on file, just in case)
- Manager or designate will meet ambulance personnel and direct to the incident.

TEAM BUDGET AND BANK ACCOUNTS

The Team Treasurer is responsible for the team banking, collecting, and dispersing team funds. Together the team manager and the Treasurer must open a bank account on behalf of the team. The Calgary Saints recommend ATB, First Calgary or Scotia Bank as they do not currently have a charge to open/close accounts or if they do it is very minimal. You will be required to go to the bank with the Treasurer to sign paperwork to activate your team account. It is required that the bank account be set up to provide for two signatures for withdrawals. At the end of the season you will be required to close the account as well.

It is also required that the Treasurer provide an update of the financial status to the team at the end of each month to show how much money has been spent, on what and how much more will be required. Any sponsors or donations should be acknowledged in a letter of appreciation from your team. The team will require funds to operate during the season for numerous items including: tournaments, exhibition games, referees, team apparel, team social activities, year-end wrap up party, and year-end gifts. Generally all teams will start their account with a mandatory cash call for all players. \$50-100 depending on budget items is a good place to start. *Please be sure to keep in mind that some of our families have applied for Financial Assistance and may not have access to as much funds as other families.*

FUNDRAISING

Fundraising is at the discretion of the team. Funds raised through gaming must be used on those items stipulated in your AGLC gaming license. **If there is any money left in the team account at the end of the season, only cash call money can be refunded to the parents. If it is part of the funds raised as a team, it would have to be returned in the form of a gift card. DO NOT OVER FUNDRAISE!**

All fundraising activities should be conducted on an "ability to participate" basis, meaning items like corporate donations should be allocated amongst all team members not to the parent that accessed it.

ALBERTA GAMING AND LIQUOR COMMISSION (AGLC)

An AGLC license is required for all raffles and 50/50 draws. The AGLC determines eligibility for a raffle; however, the method in which licenses are issued is based on total ticket value. For raffles with a total ticket value \$10,000 and less, the license must be obtained from any Alberta registry agent, or online using your "AGLC Internet Account". You must complete the "Eligibility for Raffle License Application form", (and your "Internet Account Request form"). Once approved then you can apply online for the "Raffle License".

If you choose to acquire your license at a registry office, the cost would be approximately \$20-40. All on-line licenses are free. Many teams for the Saints acquired licenses for their teams. Please check with AGLC to see if you can use a license from a past team, this could save you time and money. Example: If you are the fundraising coordinator for Novice 3 this year, check to see if Novice 3 has an account from last year, and update yourself as the Raffle Chairperson, etc. Please be sure to review the AGLC website for requirements and rules governing your raffle or 50/50 draw. PLEASE REMEMBER TO REPORT THE RESULTS OF YOUR RAFFLE TO AGLC WITHIN 60 DAYS OF COMPLETION. Contact AGLC for more information and clarification on their procedures.

Copies of team budgets must be forwarded to the Board through your Division Coordinator at the beginning of the season, at the end of December and at the end of the season.

HOCKEY CALGARY WEBSITE

Hockey Calgary has a website at www.hockeycalgary.com which you are encouraged to access to get up to date information on key dates, schedules, current standings, tournament information, arena listings, etc. The Rulebook, various forms and additional manager information are also available from the website.

SCHEDULING WINDOWS

Calgary teams are not permitted to host tournaments during seeding round, regular round or Esso Minor Hockey Week. If your team would like to attend an out of town tournament a scheduling window request must be provided to Hockey Calgary. Please double check the important dates list prior to committing your team to a tournament. (Schedule Windows are not permitted during Esso Minor Hockey Week)

If you would like to attend a tournament during the seeding round or regular season, you need to obtain a schedule window from Hockey Calgary. Coaches, Managers or Hockey Associations may NOT reschedule games. Requests for scheduling windows can only be made using the form available from the Hockey Calgary webpage. You will also require the tournament sanction number when applying for a scheduling window.

Each team may request only one Schedule Window in the Seeding Round and one in the Regular Season. Schedule Windows are not permitted during Esso Minor Hockey Week or the playoffs. The deadline to request a scheduling window for the seeding round is noon on October 3, 2013 and for the regular season is noon on November 28th, 2013. Please refer to the link on the 'Manager's Office' page for more information.

TRAVEL PERMITS

Travel permits are required by Hockey Calgary for games played outside of Zone 9. Please refer to the Hockey Calgary website for more details. An online request form is available.

It is essential that all game sheets be turned into Hockey Calgary immediately after the team returns from its trip (including end of season tournaments!). Failure to do so can result in penalties for sanctioning any further travel for the whole association.

TOURNAMENTS

Hockey Alberta sanctioned tournaments can be found on the Hockey Calgary website and Hockey Alberta website. If you are interested in participating in a tournament, it is recommended to contact the tournament organizers as early as possible since most tournaments fill up quickly. Be advised that many tournament hosts are often looking for reciprocal opportunities. For out of town tournaments, be aware that the level of play is highly variable. It is recommended to discuss tier/division levels with the tournament organizers to ensure your team is entering a tournament at the appropriate level. For example: A Novice 2 team plays in Hockey Calgary Division 3. You must quote what HC Division you are in to ensure proper placement. If you are unsure of your HC division, please contact your Division Coordinator.

HOME TOURNAMENT CHECKLIST

There is a list of items you'll need to cover at The Calgary Saints tournament for your age division including raffle items, 50/50 sellers, time/scorekeepers, raffle table volunteers, snacks, drinks, swag etc. Be sure to get your entire team on board to help out! The tournament coordinator will assist you in organizing what your team needs to do and to create a schedule for your volunteers. It will be up to you to have your parents sign up for your teams designated times.

The Calgary Saints require that their home teams provide a cheque for the entry fee for their own tournament to guarantee the teams volunteer participation. If any volunteers don't show up for their agreed upon shifts, and the team is unable to cover their assigned shifts, then they will then be assessed a monetary penalty (to be determined by the Calgary Saints Board of Directors.) What is left from their fees, being it the full amount or deducted amount due to volunteer obligations not being fulfilled, will be returned to the team after the tournament is completed.

AWAY TOURNAMENT CHECKLIST

- A. Contact Tournament Coordinator to determine: dates and times, entry fee (amount and payable to whom), number of guaranteed games, other teams entered to assess caliber, tournament rules (period times, overtime), tournament sanction number.
- B. Submit the "Request for Travel Permit" online to Hockey Calgary (if necessary).
- C. Apply for a "Scheduling Window" to Hockey Calgary (if necessary).
- D. Contact your team treasurer to have a cheque issued and mailed. Other items that may be necessary to send upon request: team roster, game sheet labels, Saints logo, copy of the travel permit. If you are

- bringing affiliated players, a copy of the team roster will need to be in your possession.
- E. Create a travel schedule for parents/players including: dates and times of games, accommodations (book a block of rooms), organize team meals and/or outings if needed; provide driving directions/maps to the accommodations and arena(s).
 - F. Upon arriving at tournament, meet with the tournament coordinator to confirm times, rules, etc.
 - G. Ensure players remain on their best behavior as representatives of Saints Hockey.
 - H. When you return home, submit copies of all game sheets to your League Chairperson.

RECORD KEEPING CHECKLIST

Each manager should have the following items on his/her possession at all times when at the rink:

- Team Contact List
- Team Schedule
- Player Medical Information
- Blank Injury Report forms
- Copy of Team's Official Roster
- Blank Game Sheets
- Team Roster Labels for Game Sheets
- Copy of Travel Permit when out of town

RESOLUTION OF TEAM DISPUTES

Occasionally disputes arise within a team over issues such as behavior, discipline, equal ice time, quality of the program provided by the coaches, etc. Please make sure your team is aware of the Chain of Communication. The parents should bring their concerns to the team manager who should work with the coach and parents to resolve issues. If the manager and coach cannot resolve the issue, he/she should contact their Division Coordinator who will assist in solving the problem or advise on the appropriate action. If satisfactory solution cannot be found at the team level or with the Division Coordinator, the Saints Board will address the issue. The concerned parties have the option of taking the case to Hockey Calgary if still unsatisfied with the decision of the Saints Board of Directors. If the above course of action has not been taken, Hockey Calgary will refer the issue back to Saints Hockey Association.

The Saints Discipline Committee will deal with any form of verbal or physical abuse by or at referees, coaches, players, spectators, or other Saints volunteers with zero tolerance. Social media, cyber bullying, camera, cell phones and general ease of electronic dissemination of inappropriate content will be dealt with by the Saints Discipline Committee with zero tolerance. Be aware of any early stages of inappropriate behavior and deal with it at the team level. If it cannot be resolved please contact your Division Coordinator.

TEAM PHOTOS

The photo date and timetable will be published on the website and emailed association wide as soon as it is confirmed; they usually take place in October. If your team has a discrepancy with your time slot, please contact your divisional coordinator as soon as possible.

Managers, please bring a printed team roster sheet complete with correct spelling of first and last names and jersey number of players. Please be sure to include the names of ALL coaches, whether they are available for the photo or not.

- Try to have your team dressed in their full hockey equipment. The venue will be crowded, instruct your team to dress at home, if possible.
- The photographer will provide order forms for those that wish to order additional prints or packages.
- Photos will be available for pick up from your Division Coordinator.

APPAREL

Apparel may only be purchased through the approved suppliers for the Saints – A list of these suppliers can be found on the Calgary Saints website. These are the only suppliers that are to be used for ordering team apparel. Failure to follow these regulations will result in a disciplinary hearing with the Board of Directors. You must contact these suppliers on your own and understand that the Saints hold no responsibility for items that your team purchases that are incorrect.

SAINTS WEBSITE – TEAM PAGE

The Saints website is the primary tool used to communicate with its members; from the Board of Directors, Division Coordinators, or Team Managers. This is the tool that is used to communicate information to Saints families. As a team manager you will be given access with a username and password. From there you will be able to enter the system and use its functionalities pertaining to your role as a team manager. You may choose to delegate a Team Webmaster for your team, if doing so, please ensure that you monitor all News Posts.

Website access: www.calgarysaints.ca

VALUABLE TIPS

- A checklist should be maintained by the manager to ensure all parents have been informed about all issues. This will eliminate the chance of potential problems within the team where parents get upset because they were not told about a scheduling change or some other issue.
- It is more effective to phone parents about scheduling time sensitive scheduling changes than an email notice.
- It is more effective to tell parents what is happening versus asking them. (Example: Should we have an exhibition game on Saturday at 2pm? vs. we have an exhibition game Saturday at 2pm, can you make it?)

When using team funds for team events it is a good idea to allow the parents/players their vote. Usually 75% of a team should agree for the event to take place.

It is recommended that the manager maintain and organized binder to keep all the paperwork and any other information handy. Extra copies of handouts should be kept in this binder for those parents that request another copy. The binder should be with the manager at all ice times.

Suggested tabs in the binder can include:

- Roster
- Parent contact list and duties
- Parent confirmation/checklist
- Player medical information
- Schedules
- Labels/game sheets
- Notices
- Injury form
- Arena map with arena contact phone numbers
- Opponent team manager contact information
- Fundraising, tournament information
- Current budget

MOST IMPORTANT TIP ~ DELEGATE, DELEGATE, DELEGATE!

*If you have any questions or concerns about the contents of this manual please don't hesitate to contact your Age Division Coordinator or the Calgary Saints Administrator for more information.
All forms mentioned are available for download from the Saints webpage in the "Manager's Office" area.*