CMHA Team Manager's Manual

Introduction

This manual is a summarized version of the Hockey Canada Team Manager's Manual. For more details, the complete version can be found by googling "Hockey Canada Team Manager's Manual".

Team Manager's Role

The Team Manager is a central figure in creating the flow of communication – not only within the team (players, parents and coaches), but between the team and all support systems such as the Minor Hockey Association (MHA), Division Managers, League Managers, other teams, referees, officials, etc. Simplistically, a team is like a small business with the coach being the CEO and the manager being the CAO. Ultimately, the manager is responsible for ensuring all the off-ice tasks are completed. This does not mean that the manager has to do it all; he or she needs to make sure that it gets done via delegation. Also, it should be noted that some coaches will take on some of the activities that the manager is normally responsible for overseeing.

By taking on the operational aspects of the team, the manager enables the coach to focus on player development and on-ice instruction to provide the players with rewarding hockey experiences. This manual provides information to aid Team Managers in the smooth operation of the team by discussing the need to delegate and by identifying key topics that the Team Manager will need to address.

First Parent Meeting

Host a Parent Meeting at the beginning of the year. Prior to the meeting, talk with the coach about the meeting. The Coach may wish to head up the meeting.

- Introduce yourself, coaches etc.
- Have the Coach provide information on the goals and objectives for the season, his credentials and philosophy, team rules/expectations, dress code.
- Establish the method of communication email, phone etc. Teamsnap is an excellent communication method. If your team has parents that are new to hockey, explain what Teamsnap is.

Discuss:

- # of tournaments the team should go in; local or overnight tournaments?; how far they are willing to travel; if willing to travel to USA
- Team finances/budgeting. Will fundraising be required? If so the CMHA is providing teams with the opportunity to sell Hurricanes vouchers or Booster Juice vouchers. Contact the CMHA Marketing and Fundraising Coordinator for details.
- Cash call money to pay for Tournaments etc. (\$50 -\$150 per player)
- Does the team want extra ice? How will this be paid for?
- Long weekend/Christmas schedule
- 24 hour rule

Delegate parent volunteer positions:

- Treasurer
- Jersey Care
- Score Sheet Volunteer
- Home Game Volunteer Scheduler
- Home Tournament Committee
- Away Tournament Coordinator
- Safety Parent (someone to take the lead if an injury occurs, preferably EMS or medical background)
- Fundraising and 50/50 Coordinator
- Social Events/Thank You Coordinator
- For CAHL teams: Data entry volunteer

Descriptions of each of these positions can be found in the Appendix of the CMHA Team Manager's Manual. These position descriptions should be given to the parents in these roles. It is the responsibility of the Team Manager to check in with the volunteer parents to ensure tasks are being completed in a timely manner.

Fair Play Codes

- Read through the Hockey Canada Fair Play Code with parents
- Have all parents sign the Fair Play Code. Keep these on file
- If any parents are absent, get them to sign at a later time

An agenda for the first parent meeting is in the Appendix of the CHMA Team Manager's Manual

Other Early Season Duties

Fair Play Codes

- At the beginning of the season, read through the Fair Play Code with the players and get them to sign a copy. Keep these on file.
- At the beginning of the season, read through the Fair Play Code with the coaches and get them to sign a copy. Keep these on file.

Vacations

Ask parents for any expected vacation plans for the entire season, including potential playoffs. This information will help prepare you for booking tournaments, exhibition games and affiliating players.

Booking Away Tournaments

This task falls to the team's Away Tournament Coordinator. Tournaments need to be booked as soon as possible, as many tournaments fill up quickly.

Communication

The Team Manager is a central figure in creating the flow of communication – not only within the team (players, parents and coaches), but between the team and all support systems such as the Minor Hockey Association (MHA), Division Managers, League Managers, other teams, referees, officials, etc.

Coaches

You will probably be in daily contact with the coach. The clearer you are on your duties and the joint expectations, the more smoothly the season will run.

Parents

Keep parents up to date through email, Teamsnap or parent meetings as required:

- New games
- Tournament dates, locations and game times
- Schedule changes
- Off-ice events

24 Hour Rule

The CMHA endorses this "cooling off" policy. When an issue occurs and a party has a resulting complaint or issue to be resolved, they need to wait 24 hours before contacting the person involved.

Teamsnap

CMHA is now using Teamsnap to power its website. This will save managers a lot of time. Parents contact information is uploaded into Teamsnap, so the Manager shouldn't need to make a contact list. The practice and home game schedules will also be uploaded into Teamsnap (these ice times will be locked, the Team Manager will be able to add opponents etc., but only the Ice Scheduler can delete these ice times). Managers will be able to add games, tournaments and other Team Events to Teamsnap.

Schedule

- Make sure game and practice schedules are up to date and correct
- Update teamsnap as required

Team Meetings

- Host team meetings as required throughout the season
- Encourage all parents to participate/voice their opinions

Roster

The CMHA registrar will send you your team's official roster. Verify that it is accurate and contact the CMHA registrar with any discrepancies. Keep this on file.

Scheduling Games

Your team may wish to schedule games outside of tournament and league games (early or late season exhibition games, Initiation games etc.). Discuss possible opponents with the Coach and make the arrangements as detailed in the **Games** section below.

Games

1. Pre Game

- Book ice (for the most part the league games will be scheduled already and there will be no need to book ice)
- Book officials. Contact CMHA Referee in Chief at cmhacobraric@gmail.com
- Obtain permit if required. See Permits section of this manual
- Check dressing rooms
- Organize volunteers: score clock, game sheet, 50/50
- Fill out score sheet (roster etc.)

2. During Game

- Fill in for a parent volunteer if needed
- Monitor office conduct of players and parents
- Check that the dressing rooms are secure

3. Post Game

- Ensure dressing room is left in good condition
- Submit score sheet to association or league; give the opposing team a copy
- Pay referees; the referees are to be paid in the penalty box

Permits

Permits are required when:

- Your team hosts **Exhibition** games (when travelling for an exhibition game the host team is responsible for the permit)
- Your team **travels** outside of Zone 5 for a game (see Hockey Alberta website for a map), this is for exhibition games or tournaments

Contact the CMHA Permits Director for all Permits. Give as much notice as possible when requesting a permit. Travel Permits for outside Canada require more time, so more notice is needed.

Score sheets for games requiring a permit must be submitted to Gord Lane from Hockey Alberta following the game. These can be scanned and emailed or a picture can be taken with your phone and emailed or texted. If an affiliated player was used in the game, their names must be marked "AP" on the game sheet.

Away Games

Obtain rink address and enter in to Teamsnap.

Ice Scheduling

Team Ice Scheduling Contact

Discuss with your coach who will be the ice scheduling contact for your team, you or the coach. Having only one contact will simplify the process for both your team and the CMHA Ice Scheduler.

Contact

Contact the CMHA Ice Scheduler with ice scheduling questions or concerns.

Ice Cancellations

In the event that your team won't be using an allotted ice time, you **must notify the CMHA Ice Scheduler at least a week in advance** by both text and email. Failure to give this email and text notice will result in your team being charged the rent for that ice time.

Oversee Parent Volunteers

Check in with parent volunteers throughout the season. Make sure they are completing their assigned tasks in a timely manner.

Team Apparel

If your team wishes to purchase tracksuits, hats etc., contact the CMHA Director of Equipment/Apparel. Apparel must be purchased from a CMHA approved vendor and use the CMHA approved logo/colour scheme, this way we are able to secure better pricing. The CMHA is in the process of putting together an online store for apparel.

Medical Forms

Provide parents with the "Player Medical Information Sheet" from the Appendix of this manual. Once completed, provide the Coaches/Trainer and Team Safety Parent with a copy of the forms. File the forms in the Team Binder and bring to all ice times (alternately keep an electronic copy on your phone).

Affiliate Players

- Player affiliation should be handled between Team Managers
- If your team wishes to affiliate players, contact the CMHA registrar with the list of players
- Any player movement needs to be done according to Hockey Alberta and League (CAHL or City) Rules. Any errors can cause problems with player and coach eligibility.
- Hockey Alberta's affiliate rules can be found at hockeyalberta.ca (under the "Members" tab select "Bylaws and Regulations" then "Minor Hockey")

CAHL

- The CAHL website (cahlhockey.net) has most of the information you need. Look under the Regs and Policies heading
- CAHL has specific rules on communication with the League. If you think you need to contact the league, contact the CMHA CAHL Director first
- If you have any other CAHL questions, contact the CMHA CAHL Director

More Information

If you have any questions contact the CMHA Director of Managers. The Hockey Canada Team Manager's Manual is an excellent resource.

Jersey Care Volunteer

- Bring home and away jerseys to games
- Hand out Jerseys before games
- Collect jerseys after games
- Wash jerseys regularly
- Jerseys must be hung to dry, if put in a dryer the numbers come off

Team Treasurer

The Team Treasurer is responsible for collecting, banking and distribution of all funds.

Budgeting

Budgeting issues should be discussed with the parents at the beginning of the season to ensure that 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.

Expenses

- Referees
- Tournaments
- Team meals/events
- Miscellaneous payments

Income

- Cash call (usually \$50 \$150), often this can be returned to parents at the end of the season once funds come in from the home
- tournament etc.
- Start up money from CMHA (CMHA will provide referee money for 10 games)
- 50/50 from home games
- Other fundraising (bottle drive, selling vouchers etc.)

Team Account

Details of the team account will be given at the CMHA Team Managers meeting at the beginning of the season.

Bookkeeping/Financial Reporting

The Team Treasurer will need to keep track of all income and expenses throughout the season. A financial report needs to be prepared twice a season (December 31 and March 31). More information will be given at the CMHA Team Managers meeting at the beginning of the season.

Score Sheet Volunteer

- Get roster including player numbers from Coach or Manager
- Make roster labels to stick to score sheet (CAHL teams must use the CAHL label template)
- Before each game attach labels to the score sheet (3 labels are needed per game, one for each page of the score sheet) and fill in any other necessary information
- Following home games the Team Manager will submit the score sheet to the league
- Give a copy of the score sheet to your coach or manager and a copy to the opposing teams coach or manager
- Give one or more of the coaches and the Team Manager some labels for games you can't attend

Home Game Volunteer Scheduler

- Make a schedule for home game volunteer tasks
- Tasks include: 50/50 seller, Time Clock, Score Sheet, Music (optional)
- Send an email to all parents with the schedule and enter the tasks in to Teamsnap
- At the game make sure all volunteers are there to do the tasks; if someone is missing, find a replacement

Away Tournament Coordinator

Booking Tournaments

- Tournaments fill up quickly, it is important to book tournaments as early as possible
- At the first parent meeting the group should have decided how many tournaments to go in and how far the team should travel for tournaments.
- Tournaments can be found on the Hockey Alberta website under "Quick Links" at the bottom of the home page. Also, many associations list their tournaments on their website.
- Contact the associations to see if the tournaments will be a good fit for your team's level of play.
- Other items to consider: will the tournament fit into the team's regular schedule, entrance fee, how many games, will it be necessary to take time off work to attend the tournament?
- Apply to the tournaments you want to go in.
- Once you are accepted, be sure to meet the deadline for payment. Get a cheque from the Team Treasurer and mail it out.
- Contact your Team Manager about a Travel Permit for the tournament

Hotels

If the tournament requires staying overnight, you will need to book a hotel. Consider:

- Hotel location
- Price (ask what their group rates are)
- Hotel Amenities (a common room for team gatherings, restaurant, pool etc.)
- Hotel user reviews

Once you have chosen the hotel, block off enough rooms for the team. Let the team know the hotel details and the deadline to book rooms.

Tournament Details

- The host Association for the tournament will be contacting you with tournament details (schedule, arena location etc.). Pass this information along to the rest of the team.

Safety Parent

Accidents can and do happen anywhere, anytime, to anyone. This is especially true in sports which involve physical contact, like hockey. Whenever physical contact is involved, there is always the potential for serious injuries. When serious injuries occur, they can inflict tremendous hardship on injured parties and their families, often for a lifetime. In addition, serious injuries also involve the threat of lawsuits where people and organizations are sued for negligence.

To be prepared in the event of serious injuries, every team must establish an Emergency Action Plan (EAP). Appendix 7: Emergency Action Plan. The EAP requires the appointment of three individuals to specific roles, which they would assume in the event of a medical emergency. The EAP should be rehearsed throughout the season:

Charge Person

- The most qualified person available with training in emergency control, first aid or the Hockey Canada Safety Program
- Familiarizes themselves with arena emergency equipment
- Takes control of an emergency situation until a medical authority arrives
- Assesses severity of an injury

Call Person

- Makes call for emergency assistance
- Knows location of emergency telephones in every facility
- Knows list of emergency telephone numbers
- Knows best directions to arena
- Knows best route in and out of arena for ambulance crew
- Communicate with the Charge Person and Control Person

Control Person

- Controls crowd and other players and keeps them away from Charge Person and injured player
- Ensures proper room to work for Charge Person and ambulance crew
- Discusses Emergency Action Plan with arena staff, officials, opponents
- Ensures that the route for the ambulance crew is clear and available
- Seeks highly trained medical personnel (i.e. MD, Nurse) if requested by Person In Charge

For further information on Risk Management download the 'Safety Requires Teamwork Booklet' from Insurance Program section of the Hockey Canada website (located under minor hockey) at www.hockeycanada.ca.

Fundraising and 50/50 Coordinator

Fundraising

- The parent group should have discussed how much fundraising they want to do at the first parent meeting.
- CMHA may have fundraising oppurtunities for teams. These include a bottle drive, or selling various coupons/vouchers. Contact the CMHA Marketing and Fundraising Coordinator at cmhafundraiser@gmail.com for details.
- If most parents want to do more fundraising, you can seek out other fundraising oppurtunities. Check with the CMHA Marketing and Fundraising Coordinator for approval of these fundraising activities.

50/50

- For all home games your team will run a 50/50 draw. Proceeds from 50/50 are often used to pay the Referees.
- Decide what format you want to use for 50/50. Options include double rolls of numbered tickets or a 50/50 sheet where buyers can buy 3 squares for \$5.
- Make the necessary arrangements so that the team has everything it needs to sell 50/50 at its first game.
- At the games make sure the parent scheduled to sell 50/50 has the necessary supplies.
- Once selling is complete, give the Team's half of the sales to the Team Treasurer.

Social Events/ Thank You Coordinator

If the team is traveling to a destination that will require meals, the Social Events Coordinator will need to book space in advance so that restaurants will be prepared to accommodate a large group. Team celebrations, planned or impromptu, are a great way to increase team spirit. The Social Events Coordinator's role is to ensure that all team members are included in the event and that the team continues to act in a respectful and sportsman-like manner as long as they are representing the team in public. As well, if team funds have been committed to the event, the Team Manager or Treasurer will need to make any necessary payments. Other off-ice events for team building include Holiday parties, pizza parties, movies, bowling, gym training, swimming, etc.

Year End Wrap-Up Party. A year end wrap-up party is a great way to thank all the parent volunteers and coaching staff for their dedication and assistance throughout the year.

Discuss any possible team social events with the coach before making arrangements.

Thank you cards

The team may want to consider creating or purchasing a thank you card / gift for:

- Those volunteers that went above and beyond to help the team.
- Coaches
- Sponsors

CAHL Data Entry Volunteer

CAHL requires accurate stats within 48 hours of each game. Contact the CMHA CAHL Director for details.

Fair Play Code

... for COACHES

- **½** I will be reasonable when scheduling games and practices, remembering that players have other interests and obligations.
- **½** I will teach my players to play fairly and to respect the rules, officials and opponents.
- **½** I will ensure that all players get equal instruction, support and playing time.
- **½** I will not ridicule or yell at my players for making mistakes or for performing poorly.
- **½** I will remember that players play to have fun and must be encouraged to have confidence in themselves.
- **½** I will make sure that equipment and facilities are safe and match the players' ages and abilities.
- **½** I will remember that participants need a coach they can respect. I will be generous with praise and set a good example.
- **I** will obtain proper training and continue to upgrade my coaching skills.
- **½** I will work in cooperation with officials for the benefit of the game.

Parent's Signature:	Date:	
	_	

Fair Play Code

I will not force my child to participate in hockey.

... for PARENTS

₹	I will remember that my child plays hockey for his or her enjoyment, not mine.				
CANADA	I will encourage my child to play by the rules and to resolve conflicts without resorting to hostility or violence.				
CANADA	I will teach my child that doing one's best is as important as winning, so that my child will never feel defeated by the outcome of a game / event.				
CANADA	I will make my child feel like a winner every time by offering praise for competing fairly and trying hard.				
CANADA	I will never ridicule or yell at my child for making a mistake or losing a competition.				
CANADA	I will remember that children learn best by example. I will applaud good plays / performances by both my child's team and their opponents.				
CANADA	I will never question the official's judgement or honesty in public.				
***	I will support all efforts to remove verbal and physical abuse from children's hockey activities.				
***	I will respect and show appreciation for the volunteer coaches who give their time to provide hockey experiences for my child.				
Parent's	Parent's Signature: Date:				

Fair Play Code

... for PLAYERS

	I will play hockey because I want to, not just be want me to.	pecause others or coaches
₹	I will play by the rules of hockey, and in the s	pirit of the game.
₹	I will respect my opponents.	
	I will control my temper – fighting and mouth activity for everyone.	ing off can spoil the
₹	I will do my best to be a true team player.	
	I will remember that winning isn't everything to skills, making friends and doing my best are a	9 , 1
	I will acknowledge all good plays / performan and of my opponents.	ces - those of my team
	I will remember that coaches and officials are accept their decisions and show them respect.	-
Parent's	s Signature: [Date:

Conducting the First Parent Meeting

Adapted from 'Avenue Road Ducks Novice Selects' (host meeting shortly after team is formed)



A. Introduction (5-10 minutes)

- Introduce yourself (manager), coach, assistant coaches, trainer, etc.
- Give a brief explanation of the importance and purpose of the meeting.



B. Coaching Overview (10 minutes)

- Have the Coach provide information on the goals and objectives for the season and his credentials and philosophy.



C. Details of Program / Expectations for Players (10-20 minutes)

- With the Coach present specific information on the operation of your hockey program.
- Overview of how coach and player evaluations will be implemented.
- Discuss expectations of the player (and parents) Appendix 1: Fair Play Codes
 - Time commitment
 - Respect for themselves, all players (own team and opposition), referees, officials, parents, etc.
 - Expected conduct games, practices, locker room, events
 - Discipline
- Let parents participate in deciding rules of parent conduct at games, team functions, etc.



D. Budget (15 minutes)

- Outline of expected costs Appendix 22: Budget
- Initiate fundraising discussions will there be a fundraiser, or will each family make a contribution? *Suggestions:* bingos, casinos, dinners, auctions / raffles, sponsors, etc.
- Extra activities social events, photos, extra tournaments, how much extra ice time must be booked?



E. Team Apparel (5 minutes)

- Discuss dress code
- Water bottle policy



F. Expectations of the Parents / Volunteers (20 minutes)

 Organize a parent's committee to coordinate roles and responsibilities – volunteer roles are essential and each family should participate in a role. Appendix 3: Parents' Contact & Responsibility List



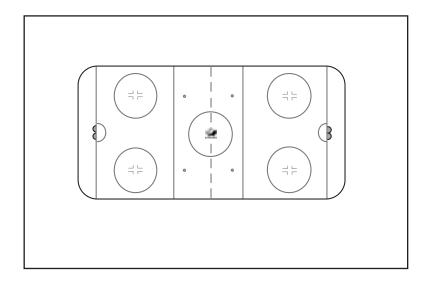
G. Questions (5 minutes)

- Allow additional questions, parent concerns, etc.
- Distribute materials and any forms that need parent's attention.
- Set up time for next meeting. Date:



SAFETY REQUIRES TEAMWORK

AN EMERGENCY ACTION PLAN FOR HOCKEY



Legend

- O Phone
- **□** Exits

Arena/Facility name: _

+ First Aid

EQUIPMENT LOCATIONS

Please locate and identify areas on above map: i.e., first aid room, routes for ambulance crew, telephones, emergency exits, etc.

Address:	
Telephone numb	per:
Emergency T	elephone Numbers
Emergency	
Ambulance	
Fire Dept	
Hospital	
Police	
General	
Other	

I. Charge Person

- Most qualified person available with training in first aid and emergency response
- Familiarize yourself with arena emergency equipment
- Take control of an emergency situation until medical personel arrive
- Assess injury status of player

2. Call Person

- Location of emergency telephone
- List of emergency telephone numbers
- Directions to arena
- Best route in and out of arena for ambulance crew
- Communicate with Charge Person and Control Person

3. Control Person

- Ensure proper room for Charge Person and ambulance crew
- Discuss emergency action plan with:
 - Arena staff
 - Officials
 - Opponents
- Ensure that the route for the ambulance crew is clear and available
- Seek highly trained medical personnel (i.e., MD, nurse) to assist injured player if requested by Charge Person
- Discuss player's injury and status with parents.

PLAYER MEDICAL INFORMATION SHEET

Name:		_				
Addres	SS:	_				
City / Province:		ce:		Posta	I Cod	e:
Telephone:		-	()			
Date of Birth:		:	Day:	Month:		Year:
Provin	cial He	ealth #:				
Mother's Name		me		Home	Phor	ne: ()
•		-		Work Phone: (e: ()
Father	's Nar	ne		Home Phone:		ne: ()
				Work	Phor	ne: ()
<i>Persoi</i> Name:		ontact in case	of accident or emergency, if p	arents Phone		oot available: _()
Addres	SS:	-				
Doctor	's Nar	ne:		Phone	ə:	()
Dentis	t's Naı	me:		Phone	()	
معدماط	chack	the appropriate	e response below pertaining to yo	ur child	ı .	
YES	NO	пе арргорпас		YES	NO	
		Previous history	of concussions			Diabetic
		Fainting episode	es during exercise			Medication
		Epileptic				Allergies
		Wears glasses				Wears a medic alert bracelet or necklace
		Are lenses shatt	terproof?			Surgery in the last year
		Wears contact le	enses			Has been in hospital in last year
		Wears dental ap	opliance			Presently injured
		Hearing problem	n			Has had injuries requiring medical attention in the past year
		Asthma				Has had an illness lasting more than a week in the past year
		Trouble breathing	ng during exercise			Has a health problem that would interfere with participation on a hockey team
		Heart condition				
Please	give d	etails below if y	rou answered "Yes" to any of the	above i	tems.	Use separate sheet if necessary.

Medications:
Allergies:
Medical Conditions:
Recent Injuries:
Last Tetanus Shot:
Date of last complete physical exam:
Any information not covered above:
Any medical condition or injury problem should be checked by your physician before participating in a hockey program.
I understand that it is my responsibility to keep the team management advised of any change in the above information as soon as possible and that in the event no one can be contacted, team management will take my child to hospital/M.D. if deemed necessary.
I hereby authorize the physician and nursing staff to undertake examination investigation and necessary treatment of my child. I also authorize release of information to appropriate people (coach, physician) as deemed necessary.
Date: Signature of Parent of Guardian:





HOCKEY CANADA SAFETY PROGRAM Player / Team Injury Log

Safety Person:

Player/Team:



Safety	Persons Initials				
olay form	Received				
Return to play form	Requested Received				
Hockey	Canadaa Injury Report Submitted				
Follow-up/	Kecomenaginons				
Management	(ice/ banaage/ rape)				
Injury	Description of the control of the co				
Name					
Date					

Note: This log should report, at minimum, each time;

- A player is removed for the remainder of the game due to an injury sustained during play.
 A player is injured during a practice whether on or off ice.
 A player is forced to leave a game or practice for unknown medical reasons.
 A player is injured during a hockey related event.

Note: If an injury requires medical referral and/or hospitalization, complete and submit a Hockey Canada Injury Report.