

Simons Valley Hockey Association



Managers Manual

2020-21 Season

WWW.SVHA.CA

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Welcome to Team Management!

Thank you for stepping up for this very important role that is integral to the Association, the teams, families and the players!

To help support you in your position of Manager – we have developed a variety of resources to assist you.

Tanya Leukefeld is the Director of Volunteers and Manager Mentor. If you have any Manager specific or team-based questions, please contact her directly. If required, she will reach out to other Directors or Admin in the event your question/concern requires further support. To contact Tanya:

- Manager specific questions: Manager Mentor – mmentor@shva.ca
- Team based or volunteer questions: Director of Volunteers – volunteer@svha.ca

Additionally, the Head Coach and Division Coordinator(s) will work collaboratively with you throughout the season.

This Manual was developed to assist you, as a first point of reference, to questions you may have. On the SVHA website there is a Manager's Office Tab with some quick links (some links require [Adobe](#) reader PDF, Excel XLS or Word DOC). Additionally, we suggest that you familiarize yourself with the Members Handbook, which is subject to change on an ongoing basis.

If you have feedback about the Member's Handbook or Association communication, you can email Elaine Wong-West, Director of Communications at communications@svha.ca

Please access the resources available to you and if you require assistance, please do not hesitate to ask!

SVHA wants this to be a great experience for you!!

Manager's Role

The Team Manager is the central figure in facilitating the flow of communication within the team (players, parents, and coaches), between the team and the Association, 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 Coaches 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 work collaboratively. Ultimately, the Head Coach is responsible for the overall operation of your team and will have the final say on matters that require a decision.

First Parent Meeting

A parent meeting should be set up shortly following the formation of the team to discuss the following:

- We recommend that this meeting take place on video conferencing platform to adhere to social distancing protocols
- Coaching Overview: Have the coach provide information on the goals and objectives for the season and his credentials and philosophy.
- Outline Team Rules/Expectations
 - Expected time to arrive prior to games/practices
 - Expected behavior of players
 - Parent access to the dressing room before and after games
 - Dress code if decided by team/coach
 - Code of conduct for the players, parents, and coaches
 - Health and Safety Processes and Procedures
 - Budget/Fundraising will be different and limited as there will be no bank accounts this year
- Volunteer Positions: There are a variety of team level positions that will promote the success of the season for the team. Volunteer positions that qualify toward the Association volunteer commitment at the team level are limited to (these have changed since last year due to Covid-19 restrictions):
 - Manager, Coach/Assistant Coach and Off Ice Officials (Scorekeeper and Timekeeper)
 - Coaches - 1 Head Coach, 3 Assistant Coaches and 1 Goalie Coach
 - U7 teams can have 1 Head Coach and 7 Assistant Coaches
 - Please refer to policy 09.0/09.0 Addendum and 09.1 in Members Handbook
 - U7, Murray Copot Invitational (U11 & U13) and U15 Legacy tournaments have **NOT** been confirmed at this time
- MyImpact: If you have never used our system before, please find below the step by step instructions:
 - Go to the SVHA website
 - Click on the Volunteer section
 - Click the box in the right-hand corner that says: Click here to sign up for Volunteer Shift
 - You will see a page that says: myImpactPage.com - please either sign in or sign up new
 - Once you do this, you will be brought to the list of all currently available volunteer shifts; dressing room attendant and check in

Team Contact List

A team list needs to be developed and accessible to parents as early in the season as possible. This list can be made through Teamsnap. Additionally, “cheer cards” can be made and given to parents. A template for a Cheer Card can be found on the SVHA website under the Manager Office Tab.

SVHA has an account with Team Snap. This program can be accessed as an app or online. SVHA will upload your team’s player and schedule information for you to then use to manage contact information and additional scheduling for the team. This program also includes an availability component which many teams, specially coaches, appreciate. The monthly cost for Team Snap is paid for by SVHA, not the individual team.

Medical Information

Each manager should collect important medical information relative to each player in case of accident or injury when a parent is not in attendance. Hockey Canada medical forms are available on the SVHA website, access under the Manager Office Tab. Medical forms must be filled out for each player and placed in a sealed envelope in case of emergency. These are normally kept by the Manager or Health & Safety Coordinator and need to be destroyed in a confidential manner at the end of the season.

Team Registration

Teams are registered with Hockey Calgary by SVHA. 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 admin@svha.ca as soon as possible.

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 at all your games.

One parent from each family must take the Hockey Calgary “Respect In Sport” online course. This course must be completed before registering. You will have to complete this course every four years.

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 easiest method of communication is Team Snap for internal team communication. Practice schedules are typically allocated to teams by the SVHA Director of Ice and uploaded on Teamsnap. Game schedules will be available on the Hockey Calgary website on **(INSERT DATE, 2020)**. Each team is responsible for posting additional practices and team events on their team webpage. Team website administration is handled by the Manager.

Game Procedures

You will be provided with the contact information for your League Chairperson prior the start of the seeding round. Your League Chair is a valuable resource for game count, affiliation rules and reporting.

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 stickers to save time in your pre-game preparations. There is a sticker template available under the Managers Office Tab on the website. Stickers can be purchased at Staples with team funds (AVERY #8163).

Following the game, the home team will keep the white sheet. The away team gets the yellow copy. The home team is then responsible for updating the Hockey Calgary website with the game statistics, e-mailing the final score and reporting any incidents or suspensions to the League Chair within 24 hours. The League Chair will review the procedure that he/she requires in their initial email to you. In the past, a pdf of the white game needed to be uploaded on the Hockey Calgary website, however, this should be reviewed with your individual League Chair as procedures do change every year. Each manager will be given a Username and Password to login to the Hockey Calgary website to update their team's statistics.

Timekeepers/Scorekeepers

For all Hockey Calgary regular season games, the home team is to supply the Timekeeper and the visiting team is to provide the Scorekeeper. You should also provide another team representative to handle the gate for your penalty box.

For parents new to these positions, the Hockey Calgary Off-Ice Official's Manual can be found on the SVHA website under the Manager's Office Tab. This position qualifies towards the Association volunteer commitment and as such hours volunteered require tracking to ensure the minimum is met (10 hours). This may result in a limited number of available positions per team.

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

If there is 5 minutes left in the permit and the game is not done the on-ice official will instruct the off ice-official to drop the clock to 2 minutes. This will occur at the whistle.

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

Game Officials

All games for the Regular Season are paid by Central Zone.

For Regular Season, U11 Divisions 1, 2 and 3 will be assigned a 3-person system. U11 Division 4 and below are assigned a 2-person system. U13, U15, U18 and U21 are always 3-person systems.

For exhibition games all U11 and U13 divisions are assigned a 2-man system. U15, U18 and U21 are always 3-man systems.

For U7 only 2 officials will be on the ice at a time, one on each end.

U7 Play Structure

Only 2 teams will be scheduled for each game slot. Teams will play split squad, ½ at each end. Games will be played 4 on 4, plus goalies. Line changes will be on the buzzer (length of shifts TBD). There will be no off-sides and no icing.

U9 Play Structure

(to be added soon)

Ice Scheduling

Under the Manager's Office Tab, our Director of Ice has put together a couple of very informative documents to help answer all your questions regarding Ice Scheduling and Everything you wanted to know about ice. Please take some time to review these and become familiar with the policies. Under that tab you can find a link to One Click where you can check the number of practices that have been assigned by SVHA.

Team Funds

There will be NO bank accounts allocated to any teams for the 2020-2021 season. If teams are wanting to buy ice, purchase apparel or schedule additional dryland, SVHA suggests that cash calls or "pay as you go" systems are put in place. This can be arranged and managed by the Manager.

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, an injury report must be filled out immediately and sent to the address on the bottom of the form. These can be found under the Manager's Office Tab on the SVHA webpage and Managers should always have a copy.

Hockey Calgary Website

Hockey Calgary has a website at www.hockeycalgary.ca which you are encouraged to access frequently to get up to date information on key dates, schedules, current standings, arena listings etc. The Hockey Calgary Regulations Handbook, Hockey Calgary related forms and additional Manager's information are also available from the website. You will use your team specific login info to assist in the administration of your team.

Special Event Sanction

On the Hockey Calgary website in the Team Manager Account there is a Special Events Tab that displays all Special Events and allows managers to request a Special Event. A Request should be put in any time a team plans to participate in an event or activity that is outside normal hockey programming.

Hockey Calgary will review the requests and an email will be auto generated. If there are conditions placed upon the Sanction a note will appear at the top of the Sanction outlining those conditions. If a request is denied, it does not mean the team cannot participate in the event, they just need to be aware that they are participating without coverage through Hockey Canada Insurance.

Tournaments

The scheduling of, or the attending of Tournaments is **NOT** permitted at this time.

Exhibition Games

Exhibition games are **NOT** to be scheduled.

Record Keeping Checklist

- Each manager should have the following items on his/her possession at all times when at the rink:
 - Team Contact List/or access to Teamsnap
 - Team Schedule/or access to Teamsnap
 - Player Medical Information
 - Blank Injury Reports
 - Copy of Team's Official Roster
 - Blank Game Sheets
 - Team Roster Labels for Game Sheets
 - Covid-19 Health Declaration Form/ (coordinator with Health & Safety Coordinator)

Resolution of Team Disputes

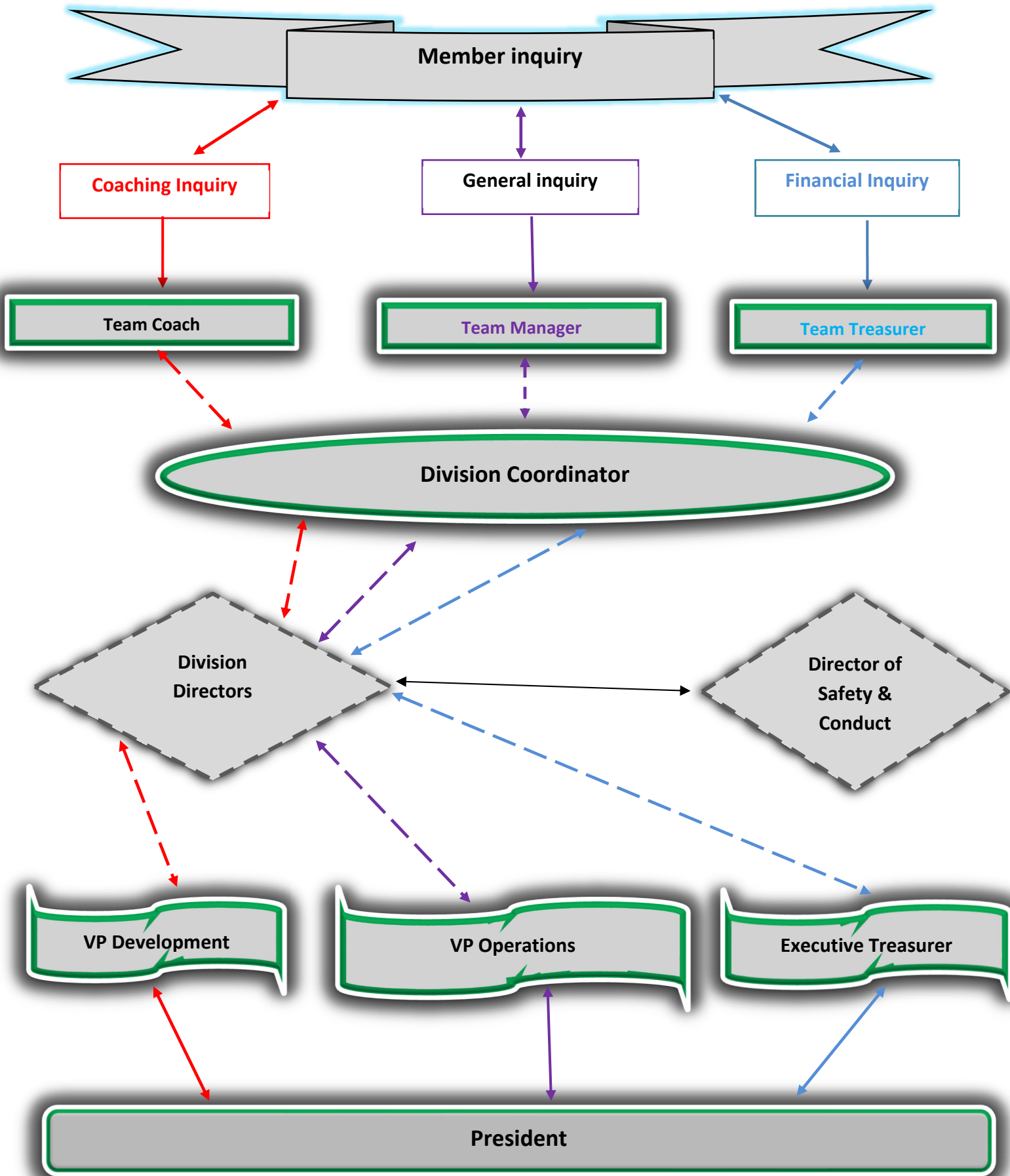
Occasionally disputes arise within a team over issues such as behavior, discipline, equal ice time, quality of the program provided by the coaches etc. The parents should bring their concerns to the Team Manager who should work with the Coach and parents to resolve issues. If the Manager and Coach cannot resolve the problem, 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 Coordinator, then the issue will be escalated as appropriate in keeping with the outlined Chains of Communication. The concerned parties have the option of taking the case to Hockey Calgary if still unsatisfied with the decision of the Simons Valley Board of Directors. If the above course of action has not been taken, Hockey Calgary will refer the issue back to the Simons Valley Hockey Association. Anonymous inquiries will not be addressed as the opportunity to work collaboratively with a member is not available. (Members Handbook Section 14).

Please adhere to the 24-hour rule and the Communication Chain (Policy 19.0 SVHA Members Handbook)

Excerpt:

19.0 SVHA Chains of Communication

To achieve effective communication throughout the Association chains of communication have been established. The nature of a member inquiry will determine which direction or link the inquiry takes by following the links that apply to a specific member inquiry it is anticipated opportunities to address the inquiry or issue can be identified as quickly and effectively as possible. The links of the chain will lead the inquiry through the levels required to reach conclusion.



Should the inquiry warrant increased privacy a written inquiry can be submitted directly to:

- potentially an ombudsman and/or
- Board Executive member.

*----- Arrows marked with incomplete lines represent potential levels of communication.

Raffles - Alberta Gaming and Liquor Commission (AGLC)

SVHA does **NOT** support teams applying for their own raffle license for the 2020-2021 season as there will be NO bank accounts allocated.

Photo Day – (date to be determined for 2021)

Photo times will be between 8:00am – 8:00pm. We will do our best to work around practices and games. The photo timetable will be published and emailed Association wide and will also be available on the SVHA Web site under Photo Tab on the SVHA Website.

- Location is Country Hills Volkswagon is donating the space for pictures
- More details to come

Fundraising and Team Apparel

Promotional team wear design and vendors are also at the discretion of the team, however SVHA's premier provider is **Tuxedo Source for Sports**. Team wear and embroidery must reflect the values of SVHA. We also require that if using the SV logo or STORM logo that you use the Association approved digital files, without alteration to colors. Tuxedo Source for Sports has the rights for the logo. Contact: theresa@tuxedosports.ca

Tuxedo has designed a 3rd jersey that has been approved by Hockey Calgary. ONLY the approved third jersey can be worn during a game as an exception to association provided jerseys. Teams can add the last name of the player and customized numbers for the 3rd jersey, however when reporting the digital file for each game, the team manager must ensure that the 3rd jersey number is reported for that game.

Under the Manager's Office Tab on the SVHA website is a link to instructions on ordering apparel through Tuxedo Source for Sports called "Ordering Team Apparel Through Tuxedo". This will help you with any questions you may have as well as provide you with the links for browsing the online catalogue of Storm Apparel they carry for us.

SV Website – Team Pages

- **User Id's** – Each Team Manager/Webmaster is assigned a unique user id and password that allows you to have access to your team's web page. The use of the web page is optional, but you should be advised that your practice schedules as well as minor hockey league games will be uploaded Association wide.
- You as the Webmaster are responsible for making any changes to practices or games. To get your team's user id and password contact admin@svha.ca.

- **Responsibilities** – Due to privacy laws the public view of your players is restricted. If you are doing news stories about your games do not use a player’s full given name.

As outlined under Section 09.1 in the Members handbook: *No member’s last name will be listed on SVHA website unless written consent (letter or email) has been given by the member who is over 18 years of age. Members under the age of 18 require consent from every person with the legal right to make major decisions on their behalf*

- **News** – Feel free to add news stories, again respecting privacy and ensuring any disclosure of personal information is restricted. If you are uploading pictures, please ensure parental permission has been confirmed.

Communications and Social Media

- If you have any news that you would like to publish the association, contact Elaine Wong-West at communications@svha.ca

Flu / Hygiene Protection/Covid-19 Health Declaration Forms

The following precautions are greatly advised for all SVHA teams:

- Under no circumstances should any player or bench personnel use or drink from another person’s water bottle. Water bottles should be clearly marked with the owner’s name. After using the water bottle, it should be taken home and thoroughly washed
- Wash your hands. Use of soap & water for at least 20 seconds and then rinse. If this is not possible, carry a small bottle of disinfection hand wash
- Coughing and sneezing should be into the elbow or tissue and not into your hands. Tissues should be discarded immediately
- Equipment should be cleaned regularly
- Most importantly if you are exhibiting any flu like symptoms – **STAY HOME** until you feel better

Health & Safety Coordinator

This is a new position to SVHA for the 2020-2021 season

- Their job is to ensure that:
 - Take the course: [Return to Hockey Safety Module](#)
 - In charge of ensuring all Covid-19 protocols are being followed by their team
 - That the appropriate number of guardians are in arena
 - That the players complete Health Check before any event
 - That all parents/guardians have access to online Health Declaration form and have completed it
- Familiarize yourself with the Covid Policies Document on the SVHA Website (Covid and Manager tab’s). Click link: <https://www.svha.ca/covid-policies-forms/>
- Familiarize yourself and encourage parents to look at “Can I Attend Hockey Today?” cheat sheet that has been uploaded to our website. Click link: <https://www.svha.ca/covid-policies-forms/>

- If contact tracing is required, AHS will contact Director of Safety & Conduct – Robb Price will then contact the team directly in these cases. AHS will also be in to contact with those players that will need to isolate.
- Manager and H&SC will need to communicate and cover each other roles throughout season as 1 person needs to be at the rink for ALL ice times.
- Manager and/or H&SC will be required to maintain Arena spectator limits (this may include having to ask people to leave if too many people are in Arena at the start of a game)

Again, thank you so much for being a Team Manager or Health & Safety Coordinator. We know you are invaluable to the players experience and we hope it is also successful and fun for you. As you need to, please do not hesitate to access the resources in place.

Have a great season!!