

BOW RIVER MINOR HOCKEY ASSOCIATION

Manager's Manual

(2020/2021)

www.bowriverhockey.ca

Introduction

The role of a team manager is an integral part of a successful coaching team. The purpose of this role is to ensure the smooth operation of the team and allow the coaches to concentrate on the 'on ice' activities. The team manager will act as a liaison between the head coach and parents to keep everyone well informed and allocate responsibilities to parents.

The Bow River Hockey website has a "Manager" section that contains this manual and other information. The following information is intended as a guideline to ensure things run as simply and smoothly as possible.

Health checks

Health checks will continue to be facilitated through TeamSnap. Managers will be responsible for ensuring all health checks are completed by the players and the coaches prior to each ice time. Safety coordinators should serve as back-up to this role. A flow chart to assist families in determining if their player should attend hockey is on the Bow River website under COVID Health & Safety.

Every player and coach who is skating that day MUST COMPLETE their health check on their phone for that day's event. This is not available through the web browser version of TeamSnap. Players and coaches are not allowed to participate if they have not completed their Health Check prior to their ice time. There will be a hard copy of the health check questionnaire available on the COVID Health & Safety page of the website. Managers should keep hard copies of these forms in their binders for use if the player doesn't have access to the TeamSnap app on a device. Verbal checks are not sufficient. There must be either a digital check done or a hard copy on paper. Additionally, any volunteers for the clock attendant and scorekeeping must also complete a health check. If you have consistent volunteers for this position, you may want to consider adding them to TeamSnap. Otherwise, a paper health check will need to be completed.

If a mistake is made when answering the Health Check questions, unfortunately the answers cannot be changed digitally. Players will have to complete a hard copy Correction Form. These forms can be found on the COVID Health & Safety page of the website. Managers should also keep a supply of these forms in their binders. Paper copies of health checks and error correction forms were provided in the safety binder.

As the manager, you will be able to see who has completed their health check by selecting the date in the schedule and quickly scanning to see a green heart for cleared, a red heart with a line through it for not cleared, and a question mark for not yet completed. Any hard copies should be scanned and emailed to healthcoordinator@bowriverhockey.ca after each ice time. Please include the player name, team name and date in subject or body of the email.

Rink Guidelines and Spectator Management

Links to the rink guidelines on COVID protocols are listed on the Bow River website under COVID Health and Safety. These are always evolving. Managers should check these links prior to the ice time and communicate the specific rink guidance to the team. The standard expectation for players is as follows but the specific arena may have additional rules:

- arrive fully dressed
- arrive no more than 15 minutes prior to ice time
- wear masks inside the facility
- maintain physical distancing when possible
- water fountains may or may not be available, so to be safe fill up your water bottle at home

These links will contain protocols related to spectators. Managers must ensure their parents are aware of the protocols for each arena. An email reminder prior to each ice time is recommended. Reminders to the spectators to stay clear of dressing rooms and ice access areas are important as well.

Home teams are responsible to ensure that the visiting team is aware of the rink protocols. Ensure you are communicating with the visiting team's manager on these rules.

As managers we are responsible for working with our families to ensure the rules are followed. If teams are not following facility rules, it will put our Association's access to ice at risk.

Team Finances

In light of current restrictions, many of the expenses that teams would have incurred in a season will not be happening this year. There will be no tournaments and no social events. The only allowable team expenses will be additional practice ice and coach gifts. If the team would like to order apparel, that should be paid for directly. As such, no fundraising will be allowed at the team level. If the team agrees to acquire additional ice for practice and/or purchase coach gifts then this can be done through a team cash call. If a cash call is done, a team budget to actual reporting will be required to be maintained and provided to the team and to the association. The maximum team budget is \$2000 per team. A team bank account will not be required this year.

Parent meeting

In our current situation it is recommended that you do not hold in person meetings; it is recommended that the manager send out an email introducing yourself and detailing important information for the team that would have otherwise been discussed at an in-person meeting. You can solicit the required volunteers this way as well.

If you are proposing incurring team expenditures, you may want to hold a virtual meeting if you feel a discussion is warranted and an email will not suffice.

Volunteer roles

Many of the same volunteer roles will be required but they may look different this year.

Coaches
Manager
Safety coordinator x 2
Jersey parents
Scorekeepers and Clock attendants

Issuing of Practice and Game Schedules

The manager or delegate should be responsible for ensuring that all players are made aware of the team's schedule and any changes that occur. TeamSnap will be populated by the association for games and practices that are assigned to the team. The team manager should be checking TeamSnap against the Hockey Calgary website to ensure the game schedules agree. Any additional practices that are organized by the teams should be added to TeamSnap by the manager.

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. **Bow River policy is to try to resolve disputes at the team level first.**

If the manager and coach cannot resolve the problem, he/she should contact their Age Group 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, the matter will be referred to the Association discipline committee.

Medical Information

During the development season, we asked Team Leads to upload a copy of the medical form to TeamSnap. When the teams were re-assigned for the competitive season the medical forms have remained attached to the player. Managers should review their roster and follow up the families to get a medical form from any player whose form is missing.

Directions on how to upload this information is included under the "Manager's Office" on the Bow River website. Please ensure the directions are followed carefully to ensure the documents are uploaded as "private" so they are not viewable to anyone outside of the coaches and managers. Unfortunately, at this time these attachments are not viewable in the phone app. They can only be seen through the TeamSnap website.

Managers should review these forms and share any relevant information with their coaches that may impact the players in the season (ie: injuries and allergies, etc.) and plan accordingly.

For players whose form is missing, a "Medical Information" form from Hockey Canada can be found on the Bow River website – under the Team Safety section of the Manager's office. This form should be completed as soon as possible once the teams are formed and provided to the manager for upload to TeamSnap.

Managers should print a hard copy of the form for all players and these should be maintained in the safety binder. These forms contain confidential information and should be kept in a sealed envelope and only accessed in case of incident.

Insurance and Accident Reporting

In case of an accident or injury, an injury report should be filled out immediately and sent to the BRBHA Safety coordinator at safety@bowriverhockey.ca. The forms are available on our website under the 'Managers Office' tab and have been included in the team safety binders.

Dressing rooms

No cell phones are permitted to be used in the dressing rooms at any time.

Players (goalies excepted) are expected to arrive at the rink fully dressed. Masks must be worn until the player enters the ice and worn again once the player exits the ice.

A minimum of two coaches must be present in the dressing room at all times.

Parents should only be in the dressing room if a player needs assistance getting skates tied or helmets on and should immediately vacate afterwards, provided that two coaches are present.

Dressing rooms should be locked when the team is on the ice.

Team Jerseys/Equipment

Bow River Hockey requires that a parent be responsible for the care of the team jerseys. Teams may allocate one parent to look after the set of home jerseys and another parent to look after the set of away jerseys. Both sets of jerseys should be brought to every game. **For the safety of our players, jerseys must be washed after every game that they are worn.** A bin has been provided with each set of jerseys for players to put the dirty jerseys into after a game.

Please note that team jerseys are not to be worn for practices. These jerseys should be hung to dry – not put into dryers.

Other items such as goalie equipment (U7 and U9), pucks, and first aid kits are issued to each team from Bow River Hockey. If additional equipment or equipment repair is needed, please contact the Equipment Coordinator You will be informed at season end as to the collection dates of the jerseys and team equipment.

Team Rosters

A copy of the 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 have a copy of the roster at all your games. The TeamSnap roster is not sufficient. This will be distributed to the team manager from the age group coordinator as soon as the teams are entered in the Hockey Canada Registry.

Submission of Game Sheets to Hockey Calgary

Game sheets will be provided when the jerseys are distributed. If you require additional game sheets throughout the year, contact the Bow River Hockey Administrator BRBHAadmin@bowriverhockey.ca.

After each game, it is necessary for the home team to enter the score into the Hockey Calgary website within twenty-four (24) hours of game time and upload a PDF copy of the game sheet to the HC website.

It is important that the game score be entered as quickly as possible. Game sheets also identify such things as suspensions for penalized players. In addition, the standings are posted on the Hockey Calgary website and this can only be done after the game scores have been entered.

Game sheet Label Template/Stickers

As a significant time saver, it is recommended to create roster labels for your game sheets. A label template for game sheets can be found in the Managers Tab of our website. This fits on Avery (5163/8163) labels.

It is important that all players and coaches on the bench must be included on the game sheets so label templates may have to be adjusted if players or coaches are missing. If the player or coach is missing due to suspension, this must be indicated on the game sheet.

Timekeepers/Scorekeepers

In the competition phase of the season, the home team is to supply the timekeeper and the visiting team is to provide the scorekeeper. Masks must be worn by these volunteers at all times.

For guidelines on these positions, the Hockey Calgary Off-Ice Official's Manual can be found on the Bow River website under the Manager's Office.

Information and Communication from Bow River Hockey

Bow River Hockey will periodically provide information to the teams primarily through the Age Group Coordinator who will then pass on the information to the head coach and/or team manager. Check the Bow River Hockey website (www.bowriverhockey.ca) often and encourage your team parents and players to do so as well.

If a player on your team has been suspended for some infraction of the Hockey Rules, you must notify Bow River's 1st VP and the Hockey Calgary Age Group representative as soon as possible and within 24 hours of the incident. There is a possibility that Bow River Hockey may feel additional action may be warranted, particularly for repeated offences.

Safety Requirements

There is a prescribed safety knowledge and roles course defined by Hockey Canada that at least one coach per team must have completed. (<http://www.hockeycanada.ca/en-ca/Hockey-Programs/Safety/Player-Down/Safety-Person-Trainer.aspx>).

It is also required that coaches and managers along with the safety coordinators define an Emergency Action Plan (<http://www.hockeycanada.ca/en-ca/Hockey-Programs/Safety/Player-Down/Emergency-Action-Plan>) which should be laid out in your safety binder.

The safety coordinators are responsible for completing the arena check form at the beginning of every ice time. They will also be asked to be backup to the manager if the manager is unable to perform the health check confirmation prior to an ice time. It is recommended to always have two safety coordinators in case one is not able to attend.

Safety binders will be returned along with the jerseys at the end of the season. Please ensure that all information related to your team has been removed from the binder and any personal information has been shredded prior to the return.

Hockey Calgary

As a reminder, 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, general information, etc. The Rulebook and many forms are also available from the website.

Valuable Tips

- ◊ Utilize email through TeamSnap for all communications and summarize in person meetings through follow up emails.
- ◊ Utilize TeamSnap's availability function to determine whether to move ahead with events. Ensure you give people a deadline to update.
- ◊ It is recommended that the manager maintain an organized binder to keep all the paperwork and any other information handy. The binder should be with the manager at all ice times.

Suggested items in the binder are:

- COVID questionnaire and correction forms
- Roster
- Parent contact list and volunteer duties

