



Team Manager Manual 2023



INTRODUCTION

Welcome to the exciting and rewarding role of Team Manager. Richmond Jets Minor Hockey Association (RJMHA) thanks you for your contribution and dedication.

This manual provides an overview of the role, tasks and responsibilities, and information you will need to accomplish this role.

The Team Manager is the central communication hub between players, parents, coaches, and all other external support groups such as RJMHA Executives, Division Managers, PCAHA league managers, referees and other teams' managers. The Team Manager will work alongside the Coach and ensure all the off-ice tasks are completed.

In summary, Team Manager's role includes key duties:

- Responsible for internal and external communications for the team;
- Responsible for all off ice activities and the logistical aspects of the team for the coach;
- Delegate and organize tasks among other volunteers



GOVERNING POLICIES

Team Managers should get familiarized with RJMHA's policies and PCAHA Rule Book. These policies are in place for the fun and safety of the players. They can be found on the [Jets website](#) and www.pcaha.ca. Please direct any questions and concerns to the Division Manager.

Key policies that will affect Team Manager's daily activities:

- Dressing Room Policy
- Drug & Alcohol Policy
- Social Media Policy
- Harassment and Bully Policy



BECOMING A TEAM MANAGER

To be rostered as a Team Manager you are required to do the following:

1. Seek approval from RJMHA Executive or Division Managers.
2. If you don't already have a profile in the Hockey Canada Registry, contact Tina O'Connor to create one for you.
3. Complete a [Criminal Record Check](#) (CRC) and [Vulnerable Sector Check](#) (VSC). There is no charge for this request. (Renewed every 3 years)
4. Complete the BC Hockey online course, [Respect In Sports For Activity Leaders](#). The course fee will be reimbursed by the Richmond Jets. (Renewed every 5 years)
5. Complete the BC Hockey online course, [Concussion Awareness Training Tool](#) (CATT). There is no charge for this course. (One time)

More information can be found on the Richmond Jets [Team Manager's Resource](#) page.



TEAM MEETINGS

At the start of the season, the following key meetings will be held:

A. Meeting with Coaches

- Share the team roster
- Discuss his/her expectations for the team
- Discuss how the work load is shared between Team Manager and Coaches
- Discuss the type of volunteers
- Discuss numbers of tournaments planning to attend
- Prepare a draft Parent's Handbook and operating budget and team fees
- Organize the first Parent & Coach Meeting

B. Meeting with PCAHA League Managers

- Mandatory meeting for Coaches and Team Manager
- Dates and times will be posted on PCAHA website
- Purpose of this meeting is to provide updated information on rules, regulations, key contacts and team contacts within the leagues

C. Meeting with Parents

- Meeting should be held before the start of the first game
- Coach will discuss about his/her coaching philosophy and his expectations for the players and volunteering requirements for the parents
- Provide overview of the team's practices and home game times, and potential times and locations for away games.
- Distribute Team Jersey if available and collect Team Jersey Deposit Cheque in exchange.
- Present Parent's Handbook, team budget, off-ice activities and tentative tournaments
- Collect all contact information, including cell phone numbers and email address for both parents
- Bring a list of team volunteering positions that need to be filled and have parents sign up for the positions.
- Ensure you go over the scorekeeping/timekeeping duties for the team parents.
- Ensure you address the dressing room attendant duties listed later in this manual.



Team Manager's Manual

TIPS:

Team fees will cover the team expenses, which includes but not limited to:

- *Referee fees for your home games*
- *Tournaments are about \$2,000-\$2500 each and depending on your team's division, your team will be obligated to enter tournaments held by RJHMA.*
- *Wrap up and/or Christmas parties*
- *Coaches' gifts - \$300*
- *\$300 per family is probably a good estimate*
- *Team Apparel - please go to Cyclone Taylor Sports or Real Hip as they are the authorized vendors and sponsors of the Richmond Jets.*
- *Fundraising/Sponsorship -Typical fundraising opportunities during the season are Purdy's chocolates and FlipGive.*
- *An approved team fee budget requires a majority vote. Full participation is required.*
- *Rep fees are not covered in the Team Manager's Manual. Please consult your coaches.*



TEAM MANAGEMENT

A. Team Roster

- Once your team has been finalized, you will need to submit a list of all your players (First Name, Last Name) and a list of all your officials (Coaches, Manager, HCSP) to RJMHA registrar, Tina O'Connor, so that she can generate official Hockey Canada rosters for your teams.
- Official hockey rosters will be requested anytime you are applying to enter a tournament.
- RJMHA registrar will advise Team Manager to identify which officials are still missing certifications.
- All certifications must be completed and up to date by Dec 1st (TBC).
- Team roster and contact information must be kept confidential. When emailing to the external associations, please BCC email addresses.

B. Jersey & Equipment

- Division Managers will advise Team Managers on the pickup date and jersey deposit amounts.
- RJMHA will provide the following:
 - Game Jerseys (one or two sets?)
 - Socks (Players to keep)
 - Goalie equipment - For teams in U11 (Atom) and below, RJMHA loans out two sets of goalie equipment.
- If there is a player moved to another after the teams have been set, ensure the jersey is returned to the original team as the player should receive a jersey from the new team. This keeps the jerseys as a 'team set'.
- Jerseys should be washed before returning them to the Equipment Manager
- Name bars are not allowed on Jets jerseys

C. TeamSnap - Practice and Game Schedules

- Confirm TeamSnap information and advise the Registrar if updates are needed.
- Upload and update as needed all practice, games and event schedules.
- Enter all the game jersey numbers for the players on TeamSnap, as this will make it easier when you have to fill out game sheets.
- Let parents be aware that all last minute changes to the schedules will be notified via TeamSnap.



TIP: When entering your schedule into TeamSnap, always enter the game number into the notes field. Always good to have the game number handy in case the other team forgets. An official will not start a game without a game number.

D. Record Keeping

The Team Manager is responsible for keeping the Team's personal information. It is a good idea to create an electronic or hardcopy binder with all the forms and documentation handy.

Documents to include in a binder are:

- Roster
- Contact lists – Ice allocator, Referees Assignors, Opposing team contacts, PCAHA league managers
- ePACT Medical Information (confidential) via electronic device e.g., tablet, smartphone
- Gamesheets if using a hardcopy (extra at away games)
- Tablet for home game when using HiSports
- Injury Report Forms*
- PCAHA Handbook
- Schedules (practices, games, and parent volunteers)
- Special Notices
- Current financial information

E. Recruit Volunteers

- As a manager, you will work with the coach to find volunteers to help you out. It is very important that work load can be shared and get as much of the team involved. It truly is a team effort and you will have more fun.
- **TIP:** *Recruit volunteers as early as possible - recommend to recruit at the 1st parent meeting.*
- Treasurer
 - This person is responsible for opening up a bank account for the team. G&F at Francis & 1 is a great place to do it. They know how to set up free team accounts.
 - You and the treasurer should have signing authority for all cheques - **two signatures required.**
 - The account name will be something like: 2024 U15 C2
 - Treasurer, coaches and you will come up with a team budget for tournaments, social events, coach gifts, etc - roughly \$5,000 or \$300 per family
 - Treasurer will collect money from parents and put it in the bank



- They will also be responsible for bringing the money for your HOME games to pay officials
- **TIP:** *G&F credit union is a Richmond Jets Platinum sponsor this year and offering free team accounts and starter cheques. This will be offered through the West Richmond Branch on 1 RD and Francis*
- HCSP
 - Every team needs a Hockey Canada Safety Person
 - They do an equipment check to make sure everyone has proper equipment
 - You need one at all your games in case of any medical emergency - they are trained in the proper way to help, document, and deal with injuries and return to play policies
 - HCSP is an online course, and I would try and get two people on your team to do it
 - See RJHMA website for certification requirements
- Tournaments Representatives
 - Find out what tournaments are available and work with you to get the team registered
 - Ask coaches where they would like to go and when
- Social Committee
 - Get one or two people that can organize team events to get the players to know each other and bond
 - Have them setup team dinners during the season, and when you are away at tournaments
 - Order year end gifts for coaches and players
- Timekeepers/Scorekeepers
 - Each family will have an opportunity to be a timekeeper and scorekeeper.
 - Assign and rotate timekeeping and scorekeeping duties with all the families.
 - Setup training for running the clock and completing HiSports or paper game sheet
 - **TIP:** *Partner your most experienced timekeeper/scorekeeper with the newer ones to train other people on how to do it.*
 - At the very least have a pool of 6 timekeepers that you can count on.
 - You will need timekeeper and scorekeeper volunteers for the Richmond Jets tournaments, so better to get them trained now.
 - **TIP:** *Take a photo of the model number of the time clock for your HOME GAMES, and you can find the manual online. Manuals are handy for teaching people how to use the clock, and handy when a new timekeeper is faced with entering multiple penalties.*



- **TIP:** put the last names of the timekeeper and scorekeeper in the notes on TeamSnap when entering the games. This way everyone knows ahead of time who is scheduled.
- Dressing Room Attendant Duties
 - For those situations where there may be a need to ensure a “TWO-DEEP METHOD” is being maintained, you may want to assign parents, on a rotating or as required basis.
 - As it may be uncomfortable for the older players to have parents, particularly moms, attendants can stand outside the dressing room with the door ajar.

F. Game Preparation

Pre-Game

- Secure affiliates (AP) if necessary and here is the procedure:
 1. Once your coach advises you who they would like to call up, email the parent of the AP, cc the coach of the AP and cc your coach. Ask if the parent approves their child playing for your team on such a date/time and ask them to reply all. The coach of the AP will also have to reply.
 2. Forward that email to your league manager. An AP may play either 3 games during the entire season or 1 complete tournament.
 3. You must get permission from your League manager prior to the game.
- Assign timekeeper and scorekeepers (home games only)
- Ensure Spordle game sheet is filled out
- Contact the opposing team about jersey colours to prevent conflict and confirm games
- Every game including exhibition games MUST have a game number. Games scheduled by PCAHA will be assigned by PCAHA and game numbers can be found on the PCAHA website. For other games, the HOME team's responsibility is to get a game number from PCAHA. Allow up to 5 days for a game number request to your league manager.
- **CONFLICT GAMES** - those games less than 3 hours apart. Home teams are responsible for resolving conflict games. Find alternate ice time, notify the other team, and once both teams are in agreement. Advise your league manager and Ref Assigner. See below for more details.



- **SUSPENDED PLAYERS** – Verify no suspended players are in attendance to the games or be near the bench or in the dressing room before and after the game. They also need to be shown on the game sheet as suspended.

At the Game

- Check the referee dressing room 15 minutes before your game. If no refs are there, contact the Ref Assignor immediately.
- Ensure money to pay referee/linesman fees are at the Scorekeepers bench (home games only)
- Ensure your Spordel game sheet info matches the players who have been dressed, remove missing players from the roster (critical in the case of suspensions and affiliates)
- Monitor off- ice conduct of parents and players
- Only rostered coaches, assistant coaches, manager or HCSP are allowed on the bench. Coaches' names should only be on the games sheet if they are present at the game. Anyone must be rostered to be on the bench otherwise insurance is null and void. If your HCSP person is not in attendance, you may ask the opposing team if you can put their HCSP person on your side of the game sheet.

Post Game

- Ensure dressing rooms left clean
- Submit paper game sheet to League Manager (Initiation & Novice teams)

G. Fixing Conflicts

- Conflicts are games that are scheduled too close to each other.
- For example, you might be scheduled to play your HOME game, and then also have a game scheduled 1 hour later in Burnaby.
- HOME teams are responsible for fixing conflicts.
- If you are the HOME team and the schedule says conflict, you will be responsible for fixing the conflict.
- To fix a conflict, you will have to FIND NEW ICE to play your game.
- Contact the ice allocator (Nadine) ice@richmondjetsmha.com and start looking for available ice to fix your conflict.
- Nadine will send out a weekly email with all the available ice
- Once you have ice that you like, ask the Ice Allocator to hold it and contact the other team and let them know that you have ice to fix the conflict.
- As a last resort, you might have to use your practice ice to fix a conflict.



- Always check with your coaches if they can make the proposed date and time.
- Once both managers agree on a new date and time for the game, contact league manager and submit the rescheduled game for approval.
- As soon as game change is approved, contact Ref Assignor.
- Don't forget to update TeamSnap, and tell your team about the change.
- **TIP:** *Keep in touch with the other RJMHA managers, they will often have the ice you need to fix a conflict.*

H. Exhibition Games

- As a manager, you and your coach can setup exhibition games with any other team in the Lower Mainland.
- All you have to do is find some extra ice and then reach out to a manager of a neighbouring association and suggest a game, date, and time.
- If you both agree on the game, then simply request a game number from league manager and schedule officials.

I. Returning Unused Ice or Requesting for additional Ice

- Ice allocator issue weekly available ice via email and your team could request for additional ice time.
- If you have any cancel games or practices, please inform the Ice Allocator immediately so the ice can be re-assigned.



RISK MANAGEMENT FOR MANAGERS

A. HCSP Safety Program

The Hockey Canada Safety Program (HCSP) is a initiative of Hockey Canada. This program is a great introduction to team safety, injury recognition and important information for anyone who wishes to be a team Safety Person. From the Fair Play Code and Code of Ethics, to Safety at the Rink, Injury Management and the Emergency Action Plan, this program gives you the information and confidence needed to be the go to person on your team for health, wellness, and injury recognition as well as safe and proper recovery and return to play procedures.

A Safety person is required on every team. This person will be required to take [Hockey Canada Safety Program](#) (HCSP) online and is valid for 5 years.

Team managers should work closely with their HCSP to ensure they have proper procedures in place in the event of an injury. You may want to consider taking the course yourself so that more than one person on your team has the proper training.

B. Medical Information Forms

This year we will be using the Hockey Canada Medical Form and each team manager will be providing that information once teams are formed. The Hockey Canada Medical Forms can be found on the website at: https://cdn.hockeycanada.ca/hockey-canada/Hockey-Programs/Safety/Safety-Program/Downloads/player_med_info_e.pdf

Stress the importance of emergency contact numbers being ones which will actually be answered during regular game times. While it is recommended that one parent always be in the rink while their child is on the ice, this isn't always the case, however, a parent's permission for treatment will be necessary if a child must be taken to emergency, so accurate contact is critical. Coaches should also fill out this form as they are on the bench and ice where injury is just as likely. Be sure to point out children with chronic health issues, i.e. asthma, to your bench staff.



C. Game Plan In the Event of an Injury

It is critical that every team has a game plan in the event of an injury. This game plan should be discussed with the coach, safety person and parents. It is important that one pay attention to risk management. Risk management includes identifying, assessing and eliminating risks associated with hockey.

To be prepared in the event of an injury/accident, each team should develop a game plan. The game plan recommended by Hockey Canada identifies three persons in specific roles as follows:

Charge Person

- Safety person who has been trained
- Familiarizes themselves with arena emergency equipment
- Takes control of an emergency situation until a medical authority arrives
- Assesses the severity of an injury
- Has the first aid kit

Call Person

- Makes call for emergency assistance
- Knows location of emergency phones in the arena
- Has a list of emergency contacts
- Knows best directions to arena
- Communicates with the charge person and control person

Control Person

- Controls crowd and other players and keeps them away from the injured person
- Ensures access for the ambulance

Be sure you have the proper address for each rink you attend and all relevant emergency numbers.



D. What to Do After an Injury Occurs

Processing an Injury Report

When an injury occurs the manager gives the parents an [Injury Report Form](#) to fill out. *Carry more than one with you to all games and practices* – especially at the older levels and Rep. Give forms to parents even if an injury is only suspected: as these must be filled out by the attending doctor, they will want it on them on their first visit otherwise they will have to schedule another appointment to have it done.

Parents have 90 days from the date of the injury to submit their form to Hockey Canada. As Manager you should keep a copy of all injury forms and also forward a copy to the RJMHA Risk Manager. It is important for both parents and manager to keep copies of ALL paperwork related to injuries in case complications arise at a later date.

Important: It is the parent's responsibility to mail in the form to Hockey Canada not the Manager's or Risk Manager's.

The Injury Report is necessary if the player needs to take advantage of Hockey Canada Insurance as a result of their injury.

What is Hockey Canada Insurance?

Hockey Canada provides an insurance program for properly registered hockey players in Minor Hockey. It also covers registered officials and volunteers. Please acquaint yourself with the Hockey Canada Insurance program: an understanding of its parameters is critical for knowing the restrictions you face in booking off-ice activities, special events, and tournaments.

What does HC insurance cover?

Most parents think that because the injury occurred during hockey that Hockey Canada will pay for all the incurred expenses. That is not correct. Here is the order in which an injury will be covered:

1. MSP
2. Extended Health Care Insurance Providers



3. Any outstanding amount after the first two insurance providers are exhausted, will then fall to Hockey Canada, who will, based on their policies, reimburse the parents for partial or full amounts of the claim.

All receipts must be provided and any or all statements returned from the Extended Health Insurance. For those families who do not have Extended Health Insurance then they are to keep all their receipts and mail those in with the Injury report.

E. Returning to Ice After an Injury

Upon return from an injury the player cannot participate in any hockey activity -whether on or off the ice; whether they have collected on insurance or not - without a note giving them approval to return to hockey from their attending doctor. (Note that sometimes a note from a Physiotherapist or Chiropractor is also acceptable if they have been the treating doctor). As of 2008, Hockey Canada is also insisting the [Return To Play Form](#) is filled out by the physician who is confirming the player's readiness to return to the ice. If a doctor issues a return to play note on his notepad instead, then simply attach that to your copy of the injury form. As long as the manager has the note in his/her hands the player can return to hockey. This note must be given to the Risk Manager to file with the injury report at RJMHA.

Please visit Hockey Canada's Safety Programs. There are many useful papers on safety, information on the Hockey Canada Insurance Program and forms that will be useful to you as Team Manager.



DISPUTE RESOLUTION PROCESS

[REFER TO OUR DRP ON THE WEBSITE](#)

Over the course of the season it's possible that you will run into a situation that requires some form of resolution. This may be behavioural issues with a player, a parent or even another official on your bench. As a Team Manager you are also the person that parents can and will come to if they have a complaint about the coach.

Being part of a team, disputes will arise. When these conflicts do arise, it is important to follow the process below and ensure there is respectful and open communication.

Every effort should be made to resolve the conflict at the team level.

A. 24 Hour Rule:

The 24-hour rule allows all parties to let the dust settle and gain perspective on the situation. Parents/guardians are not allowed to discuss any negative game or practice situations with the coaching or management staff prior to a 24 hour period. If the incident involves abuse or any party is in danger, the proper authorities must be contacted.

[See Harassment and Bullying policy](#)

B. Reporting The Conflict

After 24 hours, the parent/guardian must bring the dispute to the attention of the Team Manager. The complaint should outline the facts of the situation and not the emotions as well as parties involved and what outcome the complainant would like to see. The complaint should be in writing in order to have a documented chain of events as well as the time when the complaint is brought forward. The team manager will acknowledge written complaints within 48 hours of receipt.



C. Resolving The Conflict

a. The team manager will:

- i. Speak to affected parties to ensure they feel heard, and the lines of communication are open.
- ii. Understand the facts in the situation.
- iii. Bring the parties together to present and clarify the facts of the situation.
- iv. Come to an agreed-upon resolution.
- v. Follow up in writing with affected parties on the resolution of the complaint and ask those parties to acknowledge.

D. Support:

The team manager will have the support of their Division Manager and Board Division Ambassador in resolving conflict.

E. Escalation Process:

If the team manager and Division Manager feel that the issue is serious enough they are to refer to the Dispute resolution Process for next steps.



APPENDIX (TO BE CONTINUED)

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