



FOUNDED 1964

BMHA HOCKEY ASSOCIATION TEAM MANAGER'S MANUAL

www.burnabymenor.com

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WELCOME TO BURNABY MINOR HOCKEY ASSOCIATION

The Burnaby Minor Hockey Association would like to welcome you to your new role as Team Manager. The Team Manager is a critical member of any hockey team and we want to thank you in advance for donating your valuable time to serve your team in this capacity.

The Team Manager is central to the efficient flow of communication between players, coaches, parents as well as support systems such as the BMHA Executive, Pacific Coast, and BC Hockey. Ultimately, it is hoped the Manager will take care of all off-ice tasks either personally or through supervised delegation.

The purpose of this manual is to give you a sense of your responsibilities and provide you with information that should make your job easier. It is only a guide and we expect you will bring your own ideas and skills to the task.

Important Requirements: Administrative, Legal & Accreditation

As a volunteer working with children there are administrative, legal and accreditation requirements that must be met:

Approval of the Executive

BMHA Executive approves all Team Officials. This ensures our players are safe and are receiving appropriate guidance and role modeling.

Criminal Record Check

As part of our risk management process we require that all team rostered officials and non-rostered volunteers who have contact with children undergo a criminal background. The criminal record check is required every two years.

Criminal Records Review Program (CRRP) Online

Online Link: <https://justice.gov.bc.ca/eCRC/>

Access Code: 4T3X7WG5K7

CRRP Walk Thru Guide: <http://www.pssg.gov.bc.ca/criminal-records-review/shareddocs/walk-thru-guide.pdf>

Note: If this is your first time using the CRRP online, select 'Request a New Criminal Record Check'.

Criminal Record Check In Person RCMP

If your fingerprints are required, take with you a copy of the [BMHA Volunteer letter](#) posted on our website in the 'Forms & Documents' section when you go to the main RCMP branch, 6355 Deer Lake Avenue (8am – 8pm, 7 days a week) or any community detachment within Burnaby, along with 2 pieces of government ID (one must have a picture) and proof of Burnaby residency.

Only RCMP Criminal Record Checks WITH a Vulnerable Sector Search will be accepted by BMHA.

Any outside providers you wish to hire must first be formally approved by the BMHA Executive, and second, any of their instructors or company employees who interact with BMHA players must have a RCMP Criminal Record Check with a Vulnerable Sector search done as of the start of the season.

Respect in Sport (RIS)

Every Team Manager along with Coaches and HCSP must complete a RIS program before December 1. RIS is an online training course for coaches and sport leaders. It is designed as a tool to assist coaches in identifying and dealing with abuse, neglect, harassment and bullying in sport. The online course curriculum is broken into six (6), 30-minute modules and includes audio/visual presentations, quizzes and printable handouts. Another beneficial feature of the program is that it does not need to be done all at once, it can be completed at your leisure. **RIS effectively replaces the SpeakOut! course.** Members that already have their SpeakOut! certification are required to take RIS.

Certifications will automatically expire four (4) years from the date of your original certification.

To enroll in a RIS clinic, go to [CLINICS](#) at bchockey.net.

When completed, forward a copy of your receipt and certificate to the [Risk Manager](#) for reimbursement.

Code of Conduct

BMHA takes its code of conduct very seriously. The Code of Conduct can be found in our Policy Manual located on the "[Management Forms](#)" page of our website. The code covers conduct at practices, games, events and team functions and addresses issues such as harassment, alcohol and drug use among others. BMHA expects players, officials and parents to conduct themselves in an ethical, appropriate manner at all times. As Team Manager, you are not only responsible for upholding the code of conduct personally, but for being vigilant that the code is not being abused by your players, parents and other team officials.

Season Start: Essential Meetings

In the first few weeks of the season there are 2 key meetings that will require your attendance:

1. BMHA Coaches and Team Manager Meeting

Unless otherwise arranged, the BMHA Coaches and Team Managers meeting is mandatory, usually in late September. In addition to a brief introduction to the season, being made aware of upcoming issues, and being introduced to members of the executive you will receive:

- Current PCAHA Constitution, By-Laws, Rules & Regulations Handbook
- Gamesheets for the season
- Ice deposit
- Referee fees for home games

Ice Deposit

Managers or coaches for each team need to bring a \$250 ice deposit cheque made payable to **Burnaby Minor Hockey Association**, which will be cashed if ice is not properly returned to the ice allocator in the event you can't use it. This is to ensure the team exercises responsible judgment in the use of its ice time.

If you have to cancel any home ice – practice or game - please inform the ice allocator immediately so that the ice can be re-assigned: Advanced 3 weeks notice of the date of returned ice is required. Contact our [Ice Allocator](#).

Ice time is precious AND expensive, so be sure to put it back in the pool.

Managers' names and addresses will be taken at this meeting, and once we receive the \$250 ice deposit, you will be given a cheque for Referee fees. Keep a record of balancing, home and home playoff games and any referee payment above the initial amount of the cheque will be reimbursed. The [Referee Payment Schedule](#) can be found on the BMHA website under Forms & Documents. Forward the Referee Payment Schedule to the BMHA Treasurer, treasurer@burnabyminor.com to either return unused referee fees or to be reimbursed for referee fees paid by March 31.

2. PCAHA Team Manager Meeting (H2-Juvenile)

It is also mandatory that you attend the PCAHA's Coaches and Team Managers Meeting if you manage a team from H2 and up. Please check the [PCAHA website](#) for dates and note that there are different dates for different divisions and whether you are an A (rep) or a C (house) team.

This meeting gives you an opportunity to meet PCAHA personnel. Bring your Hockey Canada team roster with you to this meeting in exchange for the game schedule and team contacts. You will be informed of any changes in PCAHA policy that may affect the season and be introduced to Teamlink, the online database for entering game info.

The game schedule you receive at this meeting will most likely only go until the Christmas break. A new schedule will be issued in late December or early January for the remainder of the season.

** As soon as you receive your schedule, book your Referees via [Horizon WebRef](#) if you are H2 through Pee wee C. For Bantam C via [PCAHA Assignor Zone 6](#) **

Remember to do so again when you get the next part of your schedule later in the season.

Also, *check your schedule immediately for conflict games* (they will be highlighted on the schedule). The home team must reschedule the game promptly by working with the other team manager. The easiest solution would be email the other BMHA teams within your division to see if any of the teams have conflicts where they can switch with you.

Season Start: Immediate Duties

There are a couple of duties Team Managers need to accomplish immediately upon the start of the season which are in addition to general ongoing duties.

Team Registration & Rosters

While BMHA's Registrar is responsible for team registration, the Team Manager plays a critical role in the process. Registration is done in conjunction with Hockey Canada and its deadlines are absolute and out of our hands so it is imperative that the Registrar and Manager work together to ensure the teams are rostered in a timely manner. The Registrar will send your Division Manager an updated roster for your team as it appears in the Hockey Canada Registry. It is the Manager's responsibility to review the roster and advise the [Registrar](#) immediately of ANY changes that need to be made.

Usually completed by the Divisional Coordinator, team roster and balancing templates can be found on the [Forms & Documents](#) page.

Please be aware of the following allowances and restrictions in regard to your rostered and unrostered volunteers:

- To encourage parent volunteers, BMHA will reimburse for RIS or HCSP training for up to two (2) non-rostered volunteers.
- As BMHA pays fees to PCAHA for each rostered volunteer the following limits apply: BMHA will pay for five rostered officials on teams from Atom and up; and will pay for 10 rostered personnel on Hockey 1 – Hockey 4 teams. After the maximum of officials, teams are responsible for raising the funds themselves.

The Managers will also receive a Roster Template form which will require the collection of email contact information for players on their teams.

Jersey & Equipment Distribution

Check the BMHA website for dates and times to pick up jerseys. In addition to picking up the jerseys, you will also pick up:

- ✓ Socks
- ✓ Pucks
- ✓ First Aid Kit

If you have any questions regarding Jerseys contact the [Equipment](#) committee.

BMHA also loans out goalie equipment if your goalie does not own it. Contact [John Petrak](#).

Collecting Jersey Deposits from Players/Parents

The Team Manager collects individual “Jersey Deposit” cheques from each player payable to **Burnaby Minor Hockey Association** in the amount of \$200, post-dated March 31, 20xx of the following year. These cheques are to be kept by the Manager in a secure place.

Note: this is \$200 *per* player: if you have 2 kids from the same family on the team, you would collect 2 separate cheques of \$200.

Do not give out a jersey set without receiving a cheque in return!

Most parents know the rules and are quite diligent about providing cheques up front. If you have any issue, let the parent know their child will not be able to have a jersey – and therefore, not be able to play - until you have a deposit cheque.

After balancing and the teams are set, email your team list to our Equipment Manager with player names, jersey #s and contact information for that player.

If there a player is moved to another after the teams have been set, ensure the jersey is returned to the original team as player should receive a jersey from the new team. This keeps the jerseys as a ‘team set’.

Care of Jerseys

Please inform your parents of BMHA’s expectation for jersey care: Jerseys must be hung to dry after washing. ‘C’s and ‘A’s are to be gently stitched on and **NOT** ironed on.

*Note: Only **BMHA approved** sponsors may be added to the jerseys.*

Any player’s jersey that is returned damaged or torn will have their individual cheque cashed. This includes permanently affixed ‘C’s and/or ‘A’s.

Collection of Jerseys

It may be wise to collect your team's full set of jerseys at the final game of the season to alleviate any collection issues. Coast Wholesale Appliance on United Boulevard offers free laundering service for BMHA at the end of the season. Return jerseys on metal hangers with the hangers facing the same direction like a question mark (?).

Regular Season Management: The Basics

Record Keeping

The Team Manager is responsible for keeping the Team's personal information. It is a good idea to create a binder with all the forms and documentation handy. Documents to include in a binder are:

- Roster*
- Contact lists – BMHA, PCAHA, BC HOCKEY*
- ePACT Medical Information (confidential) via electronic device eg tablet, smartphone, data not required
- Gamesheets (extra at away games too)
- [Injury Report Forms](#)*
- Schedules (practices, games, and parent volunteers)
- Notices
- Arena Information, Maps, etc
- Current financial information

* Have on hand at all times

Contact Lists

Create and distribute a list of contacts for your team members. There are several online Team Management tools to use eg, [TeamSnap](#), [TeamHub](#), [Teamstuff](#). Establish email protocol as well as ensure what contact information players/parents/coaches want included.

Medical Information Forms

BMHA is now using ePACT Network, highly secure online emergency network, to collect medical and emergency information for all our players, instead of using paper forms.

Using ePACT means we will be better prepared to deal with any emergency, big or small. ePACT provides us with more accurate, up to date and legible information than the paper forms we've used in the past. Because it is web-based, we have the ability to securely access the system via smartphone, tablet or computer so it's always accessible at the rink or on the road.

Privacy and security is ePACT's top priority- their system actually meets or exceeds the same standards as most online banks. Please note that all information is stored in Canada under Canadian government privacy regulations (FOIPPA and PIPEDA).

How to use ePACT:

- Each player's family will receive an email invitation to use ePACT at the beginning of September.
- Families then accept this invite and create their ePACT account.
- Following a series of steps, parent enter required details, such as medical history and emergency contacts.
- Families then securely share this information with **Burnaby Minor Hockey Association** within 7 days after invitation. This will ensure coaches/managers have access to their information.
- Families can update ePACT anytime during the year, and we will automatically be alerted (e.g. add a new cell phone or new emergency contact, and we receive that update).

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, ie asthma, to your bench staff.

Practice & Game Schedules

The Team Manager should create and provide parents/players with a practice and game schedule at the beginning of the season. If a change is made it is important to notify parents immediately.

Remember: If you have to cancel ice times you must contact the ice allocator if you can't use the ice and cancel the referees if it is a game. Failure to do these things will result in the loss of your ice deposit and you will have to pay for the referees!

Team Finances

The Team Manager is also responsible for team finances; however, there is the option to appoint a Team Treasurer. The person responsible for finances collects the team fees, banks, and distributes all the funds. He/she also sets up a budget to distribute to the parents. Team revenues could be via 50/50 or fundraising to cover expenses such as tournaments, parties, extra ice, trophies, etc.

- Discuss with the parents of the team about tournament participation and expectations for the season.
- Manager presents request to parents, coach may speak as well.
- A question period is held.
- Manager can either:
 - conduct a 'secret ballot' vote with a person present, not on the team, to jointly count the votes with 75% approval for the request, or
- if one person objects, then request is denied.

Team Fees will be collected from each player on the team, full participation is required. Amount to be determined by the group.

Receipts should be attached to the budget sheet for all expenses incurred. It is important that parents on the team be consulted prior to purchasing large items such as tracksuits, jackets and so forth.

Associated costs of being on a Rep team are higher. First, there is a [Rep Fee](#) which is paid directly to BMHA and covers coaches' salary, additional practice ice, dryland and socks. A second cost is Team Fees which varies depending on team activities and may include tournaments, additional training, team apparel, practice jerseys, coaches out of town expenses (non-parent coaches), etc.

NON-PARENT Coach Per Diem for Travel

Purpose of Policy:

During the course of the hockey season, many BMHA teams travel to out of town tournaments, games. BMHA recognizes that the cost of such activities can have a financial impact on our coaches, and thus they should be compensated.

Compensation is solely the responsibility of the team. The team will only be responsible to compensate up to 3 non-parent coaches on a given team to one standard room. Additional coaches can be compensated at the discretion of the team prior to travel.

Air, Bus, Ferry and Train Travel

Should a team need to travel via any of the above named modalities; the team will pay for travel for up to three coaches. Additional coaches can be compensated at the discretion of the team. Airfare – The team will fund up to 2 full airfare tickets for locations further than 5 hours drive. However, it is expected the cheapest airfare will be purchased. As a guide, all non-parent coaches will receive 100% funding and all parent coaches will receive 50% funding. Total funding for any combination of non-parent/parent coaches will not exceed 2 full airfare tickets.

Payment will be made for the lowest available fare and will not include spouses, children and/or pets. Should a coach decide to bring others with them, they will be responsible for their fare. Coaches will be compensated at a rate of \$0.40 per kilometre.

Mileage will be from the team's home arena to the out of town arena only and will not include excursions such as to and from restaurants. League games are covered by the BMHA per diem and the per diem head coaches receive.

- Breakfast - \$10.00
- Lunch - \$15.00
- Dinner - \$25.00

Travel expenses will be covered by the team for one car only as coaches are expected to carpool. Extra cars can be reimbursed at the discretion of the team.

Hotels

The team will be responsible for paying for the coaches' hotel stay. The team will only be responsible for a single standard room and not for any additional guests. Coaches are expected to share their room with assistant coaches when possible. If two non-parent coaches request their own room (eg male and female coach), then each coach will be reimbursed 50% of the cost of a standard room by the team. Many hotels will offer a free room for the coach and this should be requested at the time of booking.

The team will pay for a hotel stay during the tournament, one night prior and one night after the tournament if it is necessary for the coach to stay. For example; Bantam tournament runs Dec 27-30. The team would pay for the nights of Dec 26, 27, 28, 29 and 30.

Per Diem for Meals

Meals will be compensated as follows:

- Breakfast - \$10.00
- Lunch - \$15.00
- Dinner - \$25.00

If the team pays for a coach's meal, such as a team dinner, it will be deducted from the per diem. Teams can offer a higher per diem at their discretion and when a situation warrants it.

Picture Day

BMHA organizes the association's annual picture day for all the teams. All players receive a Memory Mate (1 individual and 1 team 5x7) at no cost. Various additional packages are made available for purchase. Have parents fill out the picture request forms in advance as there will be no time to organize this at the event.

Picture day is often chaotic given the number of players and teams within the Association. It is suggested that players arrive at least 15-20 minutes prior to their pictures and get dressed in their full gear (with stick; without helmet and neck guard). Please have your team organized and lined up in order by last name. You will be contacted at a later date to pick up the photos for your team and to distribute them.

This year picture day is usually scheduled for a Sunday in the late November. Your team's exact time will be determined at a later date but your players should be prepared for anytime between 8am and 5pm at Kensington Arena. Check your schedule early to ensure there is not a game conflict on this day.

Delegation of Duties

It is the Manager's role to delegate duties. Most parents will be prepared to volunteer in some capacity. A good rule of thumb is that each family should take on one task. A rotation of tasks can be set up by the Manager. This rotation should not include parents who have already taken on predominant roles such as the Manager, Coach and so forth.

Volunteer duties for others to assist:

- Treasurer
- Scorekeep
- Timekeep
- Social organizer
- Fundraise
- 50/50 organizer
- HCSP

Working with your Coaches

It is important the Manager develop good rapport with the coaches as well as the parents. The clearer the communication between you and your Head Coach, the clearer it will be to the parents and players.

We recommend that coaches and managers set up a meeting with the parents and/or players at the start of the season to address their expectations for the team AND parents, and so the parents can provide input regarding their expectations as well. It is wise to have this information documented and distributed.

The Team Manager should discuss with the coaches when they will be doing an equipment check of the players. The following are our recommended (and in some cases, mandatory) list of equipment for the players:

Player Equipment Check List

- ✓ Athletic Support (Jock/Jill)
- ✓ Socks (Practice)
- ✓ Elbow Pads
- ✓ Gloves
- ✓ Pants (knee length)
- ✓ Helmet (full cage or visor)
- ✓ Stick (length should reach chin level with skates on)
- ✓ Tape (stick/socks)
- ✓ Garter belt if Velcro is not on Jock/Jill
- ✓ Shin Pads

- ✓ Shoulder Pads
- ✓ Practice Jersey
- ✓ Neck Guard (mandatory, or the player cannot be on the ice)
- ✓ Mouth Guard (strongly recommended)
- ✓ Skates

The Registrar/Head Coach will also be in touch with you to verify the accreditations of your coaches and HCSP person. While each official is responsible for their accreditation, it is a good idea to know what they have or when they plan on attending courses so you can follow up with them. Proper accreditation will become an issue at playoff time.

Fundraising

Funds can be raised via many activities including sales (chocolates, Entertainment books), car washes, bottle drives, and 50/50. It is imperative that one convey a positive image of BMHA when raising funds. All fundraising initiatives must be approved by the BMHA Executive. All fundraising activities must be well supervised and monitored.

All individual teams must apply for a Class D licence from the British Columbia Gaming Policy and Enforcement Branch if they wish to sell 50/50 tickets or similar raffles. This is easily obtained by applying [online](#). Limitations and guidelines for the Class D license are clearly outlined. Each team is responsible for completing and submitting the Gaming Event Revenue Report upon completion of sales under the gaming license.

Tournament gaming licence is different from licence for team.

Before pursuing any fundraising activity, please read the appropriate section in BMHA's Policy Manual.

Sponsorship

For this season, BMHA has developed Sponsorship opportunities for the Association and our teams. Local businesses can now increase their business and exposure for their customers while supporting our Association. More information can be found on [Sponsorship](#) page on the website, or you can contact [Marketing & Communications](#).

Team Activities

You will find over the years that some teams you are a part of want to do it all: fundraising, tournaments, parties; while others are more low-key. It is important to take the pulse of the group at the start of the season to see what the consensus is.

These additional duties can be delegated, but you will probably find you are closely involved with all, and as they all represent team expenditures, you must ensure you or your team treasurer execute them with due diligence.

As the Team Manager, there are many activities you may want your team to participate in. Depending on the age of your team there are many activities you can arrange to help with team building, relationships and fun outside of hockey. Activities could include bowling, going to a sporting event, etc. The Vancouver Canucks, Vancouver Giants and SFU Hockey also allow minor hockey teams (Hockey 1-4/ Female Novice) to play a mini game between periods. They also have group rates in the event your team would like to make this a team activity. Teams sometimes have parties at the beginning of the year, Halloween, Christmas and the end of the year. What you decide to do is entirely up to you and your team.

Insurance Considerations for Team Activities

The Hockey Canada Insurance Program is extended to all registered players and officials. Please note, however, events that fall outside of “regular hockey programming” are, for insurance purposes, considered “Special Events”. For each of these events, teams must ensure that a [Special Event Sanction Request Form](#) is submitted to the BC Hockey office at least 7 to 10 business days prior to the start of the event in order to request to have Hockey Canada Insurance Program coverage extended to the event. This includes additional dryland training, whether that be weekly, or a twice-yearly visit to The Grind. Be sure you and your HCSP person are aware of all the insurance issues for your team. Most parents are unaware of what the Hockey Canada Insurance Program does or does not cover and will expect their coaches and managers to have that information.

Room Bookings

You may have several occasions during the year to rent one of the rooms at the rinks for parties or team meetings. When you require a room, please book using the [Room Booking Form](#) provided on our website. Be sure to fill out the form completely or it may delay your booking.

Each team is allowed one free room booking not exceeding 90 minutes from September 1 - November 30. Our goal is to encourage start of season team meetings.

Please allow at least 3 days to process a request. Your team will be billed for the rental. Payments are made payable to BMHA Hockey Association and forwarded to BMHA Treasurer. DO NOT contact Parks & Rec directly as they will not deal with you. Our contract with the City states that only designated BMHA personnel can make bookings.

Regular Season Management: The BMHA Website

As team manager you play a critical role in the maintenance of our contact lists. *If you are not computer literate find a volunteer to do this work for you!* You will find someone on every team who actually enjoys this sort of work, so lighten your load and let them help out. Just ensure they are entering the critical contact info accurately and thoroughly. After that, let them have fun with it and create something unique for your team.

Log in Info

To receive your login information, write communications@burnabyminor.com to request it. You log in at the ADMINISTRATION LOGIN at the lower right hand side of any page.

Manuals

Simple manuals explaining the workings of your website are available. A link to them can be found at the upper right hand side of the webpage once you log in to your team site as Administrator. Take the time to go through them and see what can be done with your site. You are able to post your practice, game schedules, and any special events that can be accessed by your parents and downloaded. You can update photos to your website and create a dynamic place for your team to celebrate its season.

Our website is a remarkable tool and we encourage all teams to find a volunteer to develop theirs.

EMAIL Contact List

The most important aspect of your team website is the accurate maintenance of your contact list – officials and players. It is from this list that you can email your team, and it is also the list the association will draw on when it needs to send emails to specific divisions or even the entire association. This is your first task and should be done immediately upon receiving your login info. Be sure to update as needed.

Privacy

The team websites can be made private through the use of an additional login and password for your parent group. This is what is recommended by BMHA. When requesting your administrative login info, please supply the communications@burnabyminor.com with a login and password that will be distributed to the entire team. She will then adjust the settings that allow your site to be private.

Regular Season Management: Organizing League Games

Your job as Team Manager is to ensure games run as smoothly as possible. You will be involved in pre-game prep and at-the-game organization. The following is a quick guide to what you will need to do for each game:

Game Check List

Pre Game

- ✓ Secure affiliates if necessary.
- ✓ Ensure you have volunteers for game clocks and the gamesheet
- ✓ Ensure gamesheet is filled out

At the Game

- ✓ Ensure money to pay referee/linesman fees are at the Scorekeeper's bench. (home games only)
- ✓ Ensure jersey colours do not conflict.
- ✓ Ensure your gamesheet info matches the players who have been dressed, cross off missing players from the roster (critical in the case of suspensions and affiliates)
- ✓ Monitor off-ice conduct of parents and players

Post Game

- ✓ Ensure dressing rooms left clean
- ✓ Enter gamesheet info in Teamlink where applicable and submit gamesheet to League

For away games, your responsibility is to ensure all players arrive on time and at the right arena. Arena maps can be found on our website.

Affiliates Players

Affiliate players are BMHA registered players who temporarily play with teams in a higher division. There are different rules for C and Rep hockey and for different divisions. Affiliates can only be used under specific conditions. Before arranging an affiliate, please read Section C "Hockey Rules and Regulations" in the PCAHA handbook carefully. AP players for Rep teams must be rostered by the Registrar.

If the Coach of a team would like to affiliate another player, it is the responsibility of the Coach to contact the other Coach of the team where the said player is rostered to ask permission and coordinate.

Affiliates must be marked "AP" on the gamesheet.

Score clock

It is important the people you assign to this task are familiar with how to operate the score clock. Instructions on how to operate the score clock are posted in the scorekeeper's box at all the home arenas. Copies of the clock instructions can also be found under the "Arenas" tab on our website. Please let your volunteers know. Most people find the score clock intimidating. Ask volunteers to practice with it prior to the game if possible so they are comfortable.

Game Reports (Gamesheets)

It is the responsibility of the home team to provide a gamesheet at the beginning of the game. DO encourage your volunteer to turn it over and READ! There is lots of helpful info on the back as to how to properly fill it out.

The manager should fill out your team's information and then provide the gamesheet to the visiting team's Manager for completion. You are responsible that the sheet is accurate. Be especially vigilant if you have suspended players or affiliates. See the PCAHA Handbook for details on these issues. You can create labels with player's names and numbers and stick them on each page of the gamesheet. This is less time consuming and efficient, however, it is important it is updated for each game to take into account missing players, affiliates or jersey number changes (for example, if a player has forgotten their jersey).

Referees expect the gamesheet to be available to them from the scorekeeper's bench at least 15 minutes prior to game start. You should also carry additional gamesheets, especially at Midget and Juvenile games where penalty minutes may exceed the room allocated.

At the conclusion of the game, the gamesheet must be signed off by the referee(s) and the Away Team must be given their copy. It is the Manager's responsibility to mail or scan the gamesheets to your League Manager.

❖ *PCAHA refers to "gamesheets" as Game Reports in all their documents.*

Referee/Linesmen Fees

It is the responsibility of the Home Team manager to pay the referees/linesman fees.

Who pays for the Fees?

You will receive a cheque from BMHA for the majority of your referee fees at the start of the season. Referee fee disbursement must be kept track of on the [Referee Payment Form](#). If your fees run out, simply email your completed form to our Treasurer at the end of the season for reimbursement.

Referee fees provided to you by BMHA are for balancing, league home games only. Exhibition games are paid out of general team finances.

Any unused ref fees must be returned to the Treasurer at the end of the season!

Referee/Linesmen Payment Schedule

Referees are paid based on Pacific Coast Amateur Hockey Association [rates](#).

How to book officials: Novice – Bantam C

Referees should be booked by you as soon as you receive your home game schedule and have game numbers. 72 hour advance notice is required.

- Novice to Peewee, officials are booked via [HorizoneWebRef](#)
- Bantam C, officials are book are via [PCAHA Assignor Zone 6](#).

Official booking: Bantam B and above

Bantam B and above is booked by [PCAHA Assignor Zone 4](#). The only time you need to book a referee is if you have an exhibition game and you receive a game number less than 72 hours in advance.

How to pay the Ref/Linesmen

Make sure the fees - in individual envelopes and in exact denominations - are at the scorekeeper's bench before game start.

Note: Referees can refuse to sign the gamesheet if not paid.

Check the fee schedule carefully. If fewer than the number of officials who are mandated to be there show up, the fees and their distribution changes slightly. You'll need to be prepared for this.

Reporting Official No Shows

Fill out the [online No Show report](#) if fewer than the required number of on-ice officials attend your home game.

Jersey Colours

Your team should always bring BOTH jerseys to a game. The two teams may be okay with the colours they are wearing, but the referees may ask you to change if they are too close in tone. Some associations only have one jersey, so BMHA is often the team that must accommodate them.

Dressing Room Etiquette & Safety

Etiquette Checklist

- ✓ Ensure your team knows what time the coach expects them to arrive at the arena.
- ✓ Ensure you check the schedule to see what dressing room you are in.
- ✓ Ensure players are dressed in the dressing room and not the arena lobby. If you have a female player, let the opposing Team Manager know in advance so they can ensure there is a changing room available.
- ✓ Ensure all players know that no cameras (regular or cellphone) allowed in the dressing rooms.
- ✓ Please ensure all sticks are kept at the front of the dressing room. Also, bags should be stored in the middle of the dressing room, thus avoiding congestion.
- ✓ The dressing room is a good venue to discuss game plans, thus the coach will ask parents to leave 5 minutes prior to the game. To protect the players and coaches, it is imperative there is always “two adults in a room” whether it be the coach, team parent and/ or Manager remain in the dressing room.
- ✓ If you are a female Manager of an older team, the boys will understandably be awkward with your presence in the dressing room. Ensure there are two qualified adults in the room with the boys at all times if you are unable to be there.

Player and Parent Supervision

Remember that all team officials are responsible for supervising and controlling the players before, during and after a game. Failure to do so can lead to disciplinary actions against both players and officials and damage costs, if any, being assessed against the team. Team managers are also responsible for monitoring the behaviour of parents at games.

Team Link

You will be responsible for entering your home game gamesheets in [Teamlink](#). You must first set up an user ID. A hyperlink for doing so is found on Teamlink's home page.

Gamesheets MUST be entered no more than 24 hours after a game is completed.

Teamlink is directly linked to the Hockey Canada Registry. The importance of ensuring your roster is accurate, as previously mentioned, will come into play here as information that is incorrect in the HCR will also be incorrect in Teamlink. While entering data if you find any discrepancies in your roster please contact our Registrar.

Teamlink also shows schedules and lists the penalties your team has accumulated. You can keep track of your players' records here, which is critical when dealing with a player with more than one suspension over the course of the season. Please check the PCAHA Handbook for their "Summary of Penalty Types and Automatic Suspensions."

Beyond Regular League Play

Exhibition Games

Exhibition games require a game number (from your League Manager) and referees need to be booked 72 hours in advance by the home team. Referee/linesman fees must be paid from the Team account, not by the fees given to you by BMHA.

There are specific rules around exhibition games that you should know. Please refer to Section L of "[Minor Hockey Rules and Regulations](#)" in the PCAHA handbook before booking.

Tournaments

During the year, there are a number of tournaments your team may decide to partake in. All costs related to tournaments are solely the responsibility of the team.

There are a number of processes and rules that apply only to tournaments. You should acquaint yourself with them before hosting or entering a tournament. Please refer again to [Section L "Minor Hockey Rules and Regulations" in the PCAHA handbook](#).

It is necessary to obtain a tournament permission number from your League Manager for each tournament. They will require the tournament name, dates and location as well as your email address. Gamesheets will still need to be entered into Teamlink if you are the home team. If the home team is an "out of conference" team, then you will still need to enter it into Teamlink and all gamesheets from the tournament need to be mailed to your League Manager.

The [BC Hockey](#) website has a list of Tournaments and all the info you will need to know to get started.

BMHA hosted tournaments

BMHA also puts on a number of tournaments during the year. If you are an Atom or Pee wee House player, make plans to spend spring break at the arena as BMHA hosts the annual Spring Blast Tournament. Participation of all BMHA Pee wee and Atom teams is mandatory. Parents are required to participate in the preparation and duration of the tournament.

BMHA's Annual Pee wee/Bantam Tournament, [Pat Quinn Classic](#) takes place over the Christmas Break. For over 52 years, we have hosted to one of most exciting amateur sporting events in British Columbia. Pee wee/Bantam AAA teams from throughout BC, from across Canada and the United States and from Europe, have come together in the spirit of competition and sportsmanship to participate in our Pat Quinn Classic Tournament. *The Bantam A team is the hosts of this event* and the players and parents are expected to be involved in all aspects of the tournament as volunteers for the duration of the Christmas break.

Travel

If a tournament requires travel, please attain approval from the BMHA Hockey Association Executive. Travelling for a tournament does have issues including funding, safety, chaperones, etc. It is important to give consideration to venue, date and time, travel arrangements, itinerary, list of chaperones, contact numbers, special clothing if required, special money if required etc. Further information can be found at Hockey Canada's website www.hockeycanada.ca. Also, please refer to the Pacific Coast Amateur Hockey Association's website www.pcaha.bc.ca (Team Manager's Information).

Risk Management for Managers

HCSP Safety Program

The Hockey Canada Safety Program (HCSP) is a development 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, 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 University-Safety Program](#) online and is valid for 5 years. The E-Learning course consists of 18 modules of one minute to 18 minutes duration. The total estimated completion time is 3.5-4.0 hours.

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.

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.

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 BMHA [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.

Returning to the 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 BMHA.

Please visit Hockey Canada's [Safety Program](#). 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.

Complaint Process

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. Please acquaint yourself with our complaint and discipline process as outlined in our Policy Manual.

BMHA Incident Form

The [BMHA Incident Form](#) should be used to record any complaint or conflict. This is to be kept on file by you. A coach may use it to document a disciplinary process with a player, or coach and manager may need to document problems with a parent. The form is simple and can be used in a variety of ways, but the primary purpose is to have some record of any discipline issues and for all parties to be made aware that it has been brought to the attention of all concerned.

You'll note signatures are MANDATORY by all parties. Any conflict with a player must be brought to the attention of the parents.

If you have questions on how to use the form, contact our Executive Administrator, Larry Hayes, admin@burnabyminor.com.

Escalating Complaints

Each year the Executive receives complaints about issues that arose during the previous season, and it is always the first time they have been aware of it. PLEASE stress to your team officials and parents that all conflicts require quick resolution. If team officials, players, and/or parents, cannot resolve conflicts within two weeks, please make your specific Division Manager know. If the problem continues, contact the Vice President responsible for your division:

Vicepresident1@burnabyminor.com - Rep

Vicepresident2@burnabyminor.com - Junior Bulldogs, H1 – H4

Atompeewee@burnabyminor.com - Atom and Peewee

Vicepresident3@burnabyminor.com – Bantam, Midget and Juvenile

If parties are still not satisfied with the resolution, the issue should be brought to the attention of the Executive.

It is not in anyone's interest to let problems fester. It is our goal to resolve all issues quickly and efficiently. Please help us do so by being diligent and not allowing things to get out of hand.

Wrapping Up the Season

As the season winds down, there are a few final tasks to perform:

Returning Jerseys at the end of Season

At the end of the season each manager/coach will set a place and time for players to return their jersey which should be washed, 'A's and 'C's removed and on wire hangers. It is preferred that the jerseys be hung all in the same direction with the hanger facing the front like a question mark (?). The jerseys are then turned in to the Equipment Manager at an agreed to time at our equipment lockers behind the bleachers at Burnaby Lake Arena. Return the jerseys in numerical order, separated into darks and whites and hung on wire hangers with the aforementioned list attached for us to compare so we can track missing jerseys.

Managers are responsible for all of the jerseys assigned to the team and need to continue to follow-up with individual players who may not have returned their jerseys. If any are missing after April 30, the manager/coach will provide the individual jersey deposit cheque for that player to the Equipment Committee including player contact information, email and phone number. If the jersey is not returned after contact by the Committee, the cheque will be cashed to cover the cost.

Year end Team Party

Teams usually schedule an end of season party. The details are up to the team. You can take a poll of the players and see what activity they would like to do or you can set it yourself for the younger ones. This is a good task to delegate to a parent or two. At the younger ages, most teams give gifts to the players (ie mini-banners) to celebrate the year. Coaches and officials are also given gifts, usually in the form of gift cards, but do try to get info on what they like first.

Financial Report

Once all your activities are complete, you must forward your financial report to the Treasurer and to your team. Rep teams especially may have very extensive reports.

Coach Evaluation Forms

Coach evaluation forms will be distributed by the manager to the team members at the end of the season. It is important these are filled out to ensure the coaching in our Association is of the highest standard.

Return of Referee Fees

If you have not used all your referee fees, the surplus must be returned to our Treasurer.

Volunteer Banquet

Near the end of each season, BMHA hosts a Volunteer Banquet. The Manager is responsible for submitting the list of who will be attending from your team to the Executive Director when requested. All rostered officials are invited. In addition, each team is allowed to invite up to 2 non-rostered volunteers who have made a significant and consistent contribution to their team. These volunteers are to be nominated by the Manager.

Congratulations, you've done it!
Time to get ready for next season.

Important Websites

[BMHA Hockey Association](http://www.burnabymajor.com) www.burnabymajor.com

[Pacific Coast Amateur Hockey Association](http://www.pcaha.bc.ca)- www.pcaha.bc.ca

[Hockey Canada](http://www.hockeycanada.ca)- www.hockeycanada.ca

[BC Hockey](http://www.bchockey.net)- www.bchockey.net

[Vancouver Canucks](http://www.canucks.com)- www.canucks.com

[SFU Hockey](http://www.sfuhockey.com)- www.sfuhockey.com

[Vancouver Giants](http://www.vancouvergiants.com)- www.vancouvergiants.com

[BC Gaming and Enforcement Branch](http://www.eia.gov.bc.ca/gaming/licences/classD.htm) - www.eia.gov.bc.ca/gaming/licences/classD.htm