



Manager Guide

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IMPORTANT

If there is a discrepancy between this Manager's Manual and any of the following documents; the Hockey Calgary Rules/Regulations, Hockey Canada Casebook, Bylaws or the Southwest Hockey Policy and Procedures, those will take precedence over the Manager's Manual.

Any discrepancies should be brought to the Administrator's attention promptly.

1.0 What's NEW or UPDATED?

	<p>Cash Calendar</p> <ul style="list-style-type: none"> For the 2019-2020 season, Southwest Hockey will be holding a Cash Calendar Raffle. Details will be posted on the SWH website.
	<p>December Tournament Packages</p> <ul style="list-style-type: none"> For the 2019-2020 season, Southwest Hockey will be offering multiple Tournament Packages. Further details provided in this Manager Guide, and Tournament Coordinator Guide.
	<p>Hockey Canada – Novice Program</p> <ul style="list-style-type: none"> Mandated changes to the Novice program have officially taken effect for the 2019-2020 season. All Novice games will be ½ ice. Refer to the Hockey Calgary website. Click on Operations, then Click on Novice Development League, for current information. Hard Boards will be available at many arenas (14 sets were ordered). SWH's set will be used at Cardel Rec South.
	<p>Team Development Program</p> <ul style="list-style-type: none"> New development initiative. Information and approved providers will be communicated tonight. Further questions contact the Director / Assistant Director of Development.
	<p>Apparel Provider</p> <ul style="list-style-type: none"> New apparel provider is Adrenalin. Details were sent out in the Slapshot Newsletter, and details are also on the website.
	<p>Disciplinary Guide</p> <ul style="list-style-type: none"> Conflict Resolution Process has been updated. Managers MUST review this section and ensure parents are aware of the new process.
	<p>TeamSnap</p> <ul style="list-style-type: none"> For the 2019-2020 season, TeamSnap was used for Registration, as per Hockey Calgary mandate. Teams will continue to use the TeamSnap Team Portal for this season. Teams do NOT need to purchase TeamSnap separately.
	<p>Team Manager Guide (Timbits to Midget)</p> <ul style="list-style-type: none"> In an effort to continually improve the information available to our Team Manager's; this Manager Guide, was "revamped". This document is consistently evolving and feedback can be sent to admin@southwesthockey.ca
	<p>You're the Team Manager – Now What?!</p> <ul style="list-style-type: none"> A guild/checklist has been provided to Team Managers to try and get them off to the 'right start' for the season. This information is available on the SW website.
	<p>Southwest Slapshot</p> <ul style="list-style-type: none"> This will continue to be a main form of communication from Southwest Hockey Association. Strongly encourage all members to review the newsletter when a copy is sent. Unsubscribing will result in missed communications.
	<p>SW Hockey Social Media</p> <ul style="list-style-type: none"> Will continue to grow Facebook, Twitter, Instagram Encouraged to check out these sites as well as our SW Hockey website.

2.0 IMPORTANT DATES for 2019-2020

Hockey Calgary Important Dates: Located on HCal website or SWH website, **Managers** tab.

SW Hockey Important Dates: Additional dates posted on SWH website.

	October 1 <ul style="list-style-type: none"> Teams can begin submitting a request for a package.
	October 15 <ul style="list-style-type: none"> Deadline to submit request to the Ice Scheduler, for a Dec. tournament package If there is a high demand, a draw may be done.
	October 20 <ul style="list-style-type: none"> Southwest Hockey Picture Day Schedules will be posted by September 30th. Mandatory to attend.
	October 29 <ul style="list-style-type: none"> Fees for Tournament Package are due, in full.
	October 30 <ul style="list-style-type: none"> Team Bank Account letter is DUE. Submit to SW Treasurer & Administrator
	November 1 <ul style="list-style-type: none"> Notify Ice Scheduler if your team is attending a tournament in December. Applicable from Timbits to JRC. This will ensure your team is not schedule practices for the weekend of your tournament.
	November 12 <ul style="list-style-type: none"> Deadline to request to host a tournament; between Dec. 9th and Dec. 30th. Request (submission), must go through Hockey Calgary website/online.
	November 15 <ul style="list-style-type: none"> Team Operations – Volunteer Bond Credit Form is DUE. These are to be sent to the Director and Assistant Director of Volunteers.
	December 16 <ul style="list-style-type: none"> Southwest Santa Skate & Coaches Cup Game Times and Arena will be confirmed and communicated
	March 2019 → Cougars Cup 3 on 3 <ul style="list-style-type: none"> Southwest will host the 3 on 3, the third week of March March 16th – March 19th
	April 1 <ul style="list-style-type: none"> ALL hard copies of game sheets must be submitted to the SW Administrator
	April → Exact date will be communicated on the website in March <ul style="list-style-type: none"> HAND IN → Game Jerseys, Pucks, Pylons etc., to Director of Branding.
	May 1 <ul style="list-style-type: none"> Team bank accounts CLOSED no later than this date. Proof of Closure sent to the SW Treasurer and Administrator.

DATES are subject to change: Check SW Hockey & Hockey Calgary website on a regular basis.

3.0 **THANK YOU**

On behalf of the Southwest Hockey Association Board of Directors; Volunteers, Coaching Staff, Players and Parents; **THANK YOU** for volunteering to be a Team Manager.

The following guide is intended for new and returning Team Managers; however, it could be a valuable resource for Coaching Staff and Parents as well. The Manager Manual is a reference tool to provide general information and to answer questions that may arise throughout the season. It is not intended to be a rulebook.

The Southwest Hockey Association recognizes that the Team Manager's role may take a great deal of time and effort. Your willingness to dedicate your time is appreciated and we hope that you will look back on your role as a Team Manager as rewarding.

4.0 **INTRODUCTION**

For those of you who are new – **Welcome!** The first few weeks may seem overwhelming at first but help and advice are always available. You are not alone!

For those of you returning – **Welcome Back!** We'll be looking to you for leadership as well as valuable tips and tricks of what worked for you.

The role of a Team Manager is an integral part of a successful coaching team, & you are the conduit between the team, coaches and the Association. Aside from the coaching staff, the person most in touch with the players and the parents is the Team Manager. The purpose of this role is to ensure the smooth operation of a team's off-ice administration to allow the coaches to concentrate on the 'on ice' activities.

The Team Manager acts as a liaison between the Head Coach and Parents, Southwest Hockey Association (SWH) and Hockey Calgary (HCAL) to keep everyone organized.

The guide is intended to assist you in your role as Manager. In addition to this guide, the SWH website contains a **Managers** tab with further information and links.

This document is "a work in progress". Feedback and corrections are welcome any time during the season. **The goal is to make this a helpful and supportive resource for Managers.**

Questions, concerns or recommendations, contact me: admin@southwesthockey.ca

5.0 **CONTACT INFORMATION**

SWH Contacts (Executives, Directors and Coordinators) can be found on the website.

Hockey Calgary League Chair – You need to know who your Hockey Calgary (HCAL) League Chair is. Go to the HCAL website: "**About**" > "**Contact**" > "**Community Council**".

Role of a Hockey Calgary League Chair:

They supervise and direct the conduct of the teams, managers, coaches, players and spectators coming under their jurisdiction. They have the authority to rule on any team, team official, player or spectator who contravenes or breaks any of the rules and regulations established by Hockey Calgary. They also have the authority to suspend a team, team official, player or spectator for up to three games. League Chairs also have the authority during a game or other activity under the auspices of Hockey Calgary to ask any participant or spectator to leave or not to enter a City of

Calgary or Community Arena if in their sole opinion the spectator/participant is exhibiting behaviour deemed as unbecoming or detrimental to the game of hockey.

Note: Associations may also apply additional sanctions if warranted.

6.0 OVERVIEW OF ROLES & RESPONSIBILITIES

At the team level, there are the following roles:

Head Coach	Assistant Coaches	Team Manager
Assistant Manager	Team Treasurer	Team Tournament Coordinator
Attendance Liaison	SWH Fundraising Liaison	Jersey Parents (Home & Away)
Time Keepers	Score Keepers	Penalty Box

For each of the roles noted above, the specific job responsibilities are available on the website, under the **Managers** tab. Ensure these duties are reviewed.

Additional notes about some positions are:

- **Delegation is an important part of managing a team.** However, even though roles are delegated, it is still the Managers responsibility to ensure that the jobs are being completed.
- **Managers need to be neutral when dealing with all families.** Each family may have different needs, no family is the same. If a dispute needs to be resolved, follow the new process listed, under the **Team Manager Resources** section.
- There is no “Co-Manager” position. One individual needs to take on the title of the Team Manager, and one needs to take on the title of Assistant Manager. This supports a smoother communication and delegation process.
- **Team Managers do not have “free reign”** to; book, decide on, or make the sole decisions about the team without discussing matters with the Head Coach.

7.0 MANAGER GUIDE LAYOUT

The Manager Manual was getting too large (upwards of 73 pages). This was leading to initial information ‘overload’, and Managers just were not referencing the material from the manual.

Therefore, this guide is now in four (4) sections:

1. **Start of the Season** (Section 8.0)
2. **During the Season** (Section 9.0)
3. **End of the Season** (Section 10)
4. **Further Information** (Section 11)

Information is being provided, to when it is likely needed first, and then many sections will reference to the website for further details.

8.0 **START OF THE SEASON**

Information referenced in this Manager Guide, is available on the website. Two main tabs that the information is on, are the **Parents** tab & **Managers** tab. Items listed in the “Start of the Season” section, are not necessarily in steps, & rather are to be completed. Some done simultaneously.

1. **“You’re the Team Manager – Now What?”**

- a. On the one side of the sheet, there is initial guidance to getting the team started; since Age Divisions finish evaluations at varying times.
- b. On the second side is a Manager Checklist.

2. **Welcome Letter.**

- a. This letter will come from your Head Coach.
- b. Review the “Upcoming Notable Date” section. This is especially important for the meeting dates, and the Hockey Calgary deadlines.
- c. Complete tasks that are included on the letter.

3. **Logins.**

- a. Email admin@southwesthockey.ca to request the following logins:
 - i. Hockey Calgary
 - ii. OneClickIce (OCI)

4. **Team Operations Volunteer Bond Form.**

- a. This form must be verified and filled out by the Team Manager and submitted to the Director and/or Assistant Director of Volunteers.

5. **Manager Meeting.**

- a. Dates for meetings are on the **Managers** tab.
- b. All meetings dates are included; such as: Coaches, SWH Fundraising Liaison and Team Treasurer.

6. **Team Binder.**

- a. Important to start the season organized! Some sample tabs for your Manager binder could be. These are available in the **Team Manager Resources** section:
 - i. Important Dates (SWH and HCAL)
 - ii. Official Team Roster.
 - iii. Injury Reports & Injury Log.
 - iv. Return to Play Process.
 - v. Team Tracking Form. This form will help track information that is needed from families, and then offers a quick glance with who submitted their paperwork, cash call, etc. Check out the template!
 - vi. Emergency Response Plan.
 - vii. Dispute Resolution Guide.
 - viii. Game Sheets & Game Sheet Labels (Label template provided on website)

7. **Coaching Certifications.**

- a. These are the responsibility of the Head Coach – to ensure **ALL** the Assistant Coaches are 100% certified.
- b. **Coaches are NOT permitted on the ice without being 100% certified** (& as confirmed by the Director of Coaches). If coaches are on the ice, and not completely certified – they are jeopardizing the insurance for the entire team.

8. **Book a Parent Meeting.**

- a. In conjunction with the Head Coach, determine a meeting date and communicate details to the Parents. Be sure to use BCC: until you have access to TeamSnap
- b. You may want to meet with the Head Coach and Treasurer in advance of the Parent Meeting; to come up with the preliminary budget.
- c. Use the Parent Meeting Agenda as a guide during the meeting. Sample is available on the **Managers** tab.
- d. Minutes should be taken of the meeting, and distributed to the parent group. A file should be kept on file in the event of any future disagreements.
- e. Ensure the Team Rules are reviewed. Parents and Players must sign the rules and the signed sheet must be returned to the Administrator.

9. **Team Contact Information; via JotForm**

- a. This is a new form for the 2019/2020 season.
- b. Once team positions are filled, complete the JotForm. Link is available in the Welcome Letter.

10. **TeamSnap account.** Once you have access, you must confirm the following:

- a. All players are listed on your roster.
- b. Review each player file to confirm if there is a **COMPLETED Medical Form** on file.
 - i. This is a Hockey Canada mandate for insurance requirements. If a completed Medical Form is not on file, then print (or have the family print) a copy from the website and they must fill out and provide a copy for the team.
- c. Upload all the completed Medical Forms to the player's profile.
 - i. If the family is having troubles with it, please try and assist – or contact the Administrator for assistance.

11. **Incomplete Medical Forms**

- a. **Notify the Administrator, how many Medical Forms were not uploaded for your team.**

12. **Team Budget**

- a. While managing the team budget is the responsibility of the Team Treasurer, there are some responsibilities for the Team Manager at the start:
 - i. **Managers and Treasurers should review the Team Treasurer Guide**, which is available on the **Managers** tab > **Team Treasurer**.
 - ii. This guide will include the rules for **opening the bank account**.
 - iii. Will review three (3) different types of "**Income Models**", which include:
 1. Sponsorship Model;
 2. Fundraising Model;
 3. Parent Funded Model
 - iv. **75% of the Parents** must approve the budget. Each family is to sign the Team Approval sheet, which can be found on the **Treasurer – Budget Sheet Template**.
 - v. If there are changes to the Team Budget, then another 75% approval will be required (email & signature). Therefore, careful consideration at the start of the season with regards to **all** potential expenses, and revenue generating options must be discussed, and not rushed.





- vi. **Cash Calls.** Keep this reasonable. Some families may not want to divulge that they qualified for Financial Assistance, and may not have as many funds accessible. There are options though:
 - 1. If a family approaches you with financial concerns, be discreet and have compassion.
 - 2. If the team is doing a fundraiser; then the family could perhaps raise more money via the fundraiser – which would go towards their cash call.
 - a. If this option is used – and the team receives their cash call back at the end of the season; these families do NOT receive a cash call, as the money was publicly raised.
 - 3. Another option is to have the family pay so many dollars each month.
 - 4. There may be ‘spit-families’ on your team, and is recommended to note the name of who game the cash call. That parent would receive the cash call back; if applicable.
 - b. **Unspent publicly raised funds can NOT** be re-distributed to the parents.
 - i. Any excess publicly raised funds are to be forwarded to the SWH Association at the end of the season. Contact treasurer@southwesthockey.ca
 - c. **Fundraising.** While it’s great to have all families involved in fund-raising efforts (which can also be team building), some families may want to opt out.
 - i. If a family wishes to ‘opt-out’, they can then provide the additional funds in the amount that was raised by the players who did the fundraising.
 - ii. Example: Bottle drive brings in \$1,100 – and 14 players out of 16 participated. The two players who did not join the bottle drive, would each pay the team \$78.57 (\$1,100 divided by 14).
 - iii. **ALL** Raffles must follow AGLC rules, and be properly licensed. Teams can **NOT** use the SWH License number, and teams must apply for their own.
 - iv. There are fundraising limits that must be reviewed. This can be found in the Policies and Procedures – which the Team Treasurer should review.
 - d. **Monthly Reporting.** Ensure the Team Treasurer is providing monthly updates. Afterall, this money does belong to the parent group.
 - i. If there were no changes to the account; then the Team Treasurer should still send an email indicating such.
 - ii. Another option could be sharing the document via Google Docs?
- 13. Emergency Action Plan**
- a. Two coaches on each SWH team; must have Safety, as a coaching certification requirement.
 - b. There is an Emergency Action Plan template available on the **Managers** tab > **Safety, Injury & Insurance** section, that teams can use.
 - i. These could be filled out in advance, according to the facilities that your games are being held at.
 - c. A copy could be kept with both the Team Manager and the team first-aid kit.
- 14. Hockey Calgary Important Dates Calendar**
- a. This calendar will list such deadlines as; Deadlines, Seeding Round and Regular Season dates, and Special Events.
 - b. The calendar can be found on the **Managers** tab.

15. Schedule Windows

- a. Applying for a 'Schedule Window' allows a team to attend a Tournament during the Seeding Round, or the Regular Season. If approved, the date is entered into the HCAL scheduling system, so your team WON'T be scheduled a League game for the time you are attending a Tournament.
- b. Schedule Windows **are NOT permitted** during Esso Minor Hockey Week or during City Playoffs.
- c. Schedule Windows will only be approved for the dates of the Sanctioned Tournament.
- d. There are **STRICT deadlines** with Hockey Calgary, for when you must request a Schedule Window. These dates are on the Important Dates Calendar.
- e. Managers must apply via their Hockey Calgary login.
- f. If a team did not request a Schedule Window PRIOR to the deadline, **the team may only attend a tournament if they are still able to play the HCAL League Game.** Hockey Calgary League games **WILL NOT** be rescheduled.
- g. Teams are permitted ONE Schedule Window in the Seeding Round and ONE Schedule Window in the Regular Season.
 - i. A Schedule Window is NOT required for December, unless the tournament is that first weekend of December when League games are still scheduled.



16. December Blackout – Southwest Hockey

- a. Although a Schedule Window is not required, Managers MUST email the SWH Ice Scheduler so that your team is not scheduled practices during your December Tournament.
- b. Email the following information to: ice@southwesthockey.ca
 - i. Your team, Location of the Tournament & Dates of your Tournament.
- c. **DEADLINE** to submit a SW Schedule Window is **November 1st**
- d. Any requests submitted after the deadline will be reviewed and accepted or denied on a case by case basis.
 - i. Practices will have been scheduled. Therefore, teams will be responsible for finding a replacement team and to follow the 'Return Ice Policy'.
 - ii. Ice Contracts, are a very large financial commitment, therefore priority MUST be to ensure the ice is not going unused.



17. Picture Day

- a. **SUNDAY OCTOBER 20 is Picture Day for all Southwest Hockey players.**
- b. Photos will be done in the Bishop O'Byrne Commons Area.
- c. Picture Day is run on a VERY tight schedule due to the volume of players in Southwest Hockey. You're support in the process is appreciated.
- d. Information sheet and instructions are available in the **Team Manager Resources** section.
- e. **NOW AVAILABLE:** Online Ordering. Link is provided in the Information Sheet.



18. Team Rosters (Hockey Canada Official Rosters)

- a. Managers can view their team rosters via the Hockey Calgary login
- b. Players listed there, are officially on your roster.
- c. **Keep a printed copy with you at all times.**
 - i. Copies of the Official Team Roster (including players, affiliates and coaches) must be available at all games sanctioned by Hockey Calgary.

- ii. Photocopies will be accepted.
- d. Make sure ALL your players are showing on this roster. This is the MAIN roster, and reflects what is confirmed via the Hockey Canada Registration System.
- e. Report errors to the SWH Director of Coaches: coaches@southwesthockey.ca
- f. Coaches whose names are listed, are officially on your roster.
 - i. If a coach does NOT appear, they have not completed required certifications.
 - ii. They are not permitted on the ice.
 - iii. That coach must contact the Head Coach and the Director of Coaches to confirm what is still outstanding.
- g. **NO AFFILIATES** are permitted to be used, unless they are ON your roster.
 - i. There are no affiliations between Timbits and Novice.
 - ii. The Hockey Calgary Affiliation process will typically begin about mid-October.
 - iii. Affiliation rules are available in the Hockey Calgary Rules & Regulation Booklet. A link is available in the **Team Manager Resources** section.
- h. **Final Rosters (Approved)**
 - i. Final Rosters will be sent out (available) once Hockey Calgary approves the rosters, which is typically mid-December.
 - ii. If you need an approved roster prior to mid-December for a specific event please email the Registrar at: registrar@southwesthockey.ca and provide the reason and date of the event.

SAMPLE – OFFICIAL TEAM ROSTER

Official Team Roster

Team: SOUTHWEST PEE WEE 4 (2174185)

NO	LAST NAME	FIRST NAME	SEX	DOB (dd-mm-yyyy)	HOCKEY ID	POSITION	RELEASED	STATUS
			Male	19-04-2004	140000#####	FORWARD		Pending
			Male	20-01-2005	140000#####	DEFENCE		Pending
			Male	29-03-2005	140000#####	FORWARD		Pending
			Male	11/1/2005	1500000#####	FORWARD		Pending A
			Male	19-08-2005	1500000#####	FORWARD		Pending A
								APPROVED
								APPROVED
TOTAL PLAYERS: 26								
TEAM OFFICIALS								
			Male	13-06-1968	140000#####	ASSISTANT		Pending
			Male	17-09-1973	1500000#####	ASSISTANT		Pending
			Male	17-11-1972	1500000#####	ASSISTANT		Pending
			Male	1/7/1971	140000#####	ASSISTANT		APPROVED
			Male	8/10/1967	140000#####	HEAD COACH		APPROVED
TOTAL TEAM OFFICIALS: 5								

19. Fair Play & Parent Code

- a. For the 2019/2020 season, the Fair Play and Parent Code were included during the registration process; therefore, separate forms for collecting at the start of the season is not required.

20. Jerseys

- a. Official colors of Southwest Hockey are: Navy, Red and Gold.
- b. These will come from the Director of Branding, and is typically coordinated with the Head Coach.
- c. Head Coach will determine the process for assigning the player's a jersey number.
- d. Game jerseys are for games, NOT practices.
- e. **BOTH** sets of jerseys ('home' / 'away') – are to be brought to EVERY game.
- f. **Upon Arrival** – Jersey Parent drops the jerseys off to the Coach at the Dressing Room.
- g. **After Game** – Jersey Parents will then gather the jerseys **AFTER** the players are re-dressed and coaches have concluded their post-game discussion with the players.
- h. **Washing** – Jerseys are to be washed on a consistent basis and according to washing instructions. Frequency may depend on the Age Division. For example; Peewee, Bantam and Midget **should be washed every 2nd game** – for hygiene purposes.
- i. Jerseys are **NOT** to be sent home with individual players.
- j. Only in the event of a lost/damaged jersey, will reimbursement be required. This will be dealt with on a case by case basis.
- k. Reporting of lost/damaged jersey(s) must be done immediately to the Director of Branding/Equipment: branding@southwesthockey.ca

21. Time Keepers, Score Keepers & Penalty Box

- a. These are Volunteer Bond eligible roles for Southwest Hockey.
- b. Volunteers must review their role/responsibilities. This can be found on the **Managers** tab in the Team Level Position section.
 - i. These volunteers also become a Minor Official of Hockey Calgary and **MUST** remain neutral and respect/support the Referee.
- c. If volunteers are using these positions towards their bond, **THEY** are required to track their hours on the Volunteer Bond Time & Credit Form.
- d. Once games are uploaded to TeamSnap, it is suggested that the games are assigned in advance, and added as "assignments" to each game day.
 - i. Each team must supply two (2) Off-Ice Officials; regardless if families need to fulfill their bond or not.
 - ii. 'Home' team provides one (1) Time Keeper & one (1) Penalty Box
 - iii. 'Visiting' team provides one (1) Score Keeper & one (1) Penalty Box
 - iv. If a volunteer cannot work their shift, **THEY** are to find a replacement.
- e. The 'Home' team Manager **MUST** have the game sheet completely filled out (including coach signatures), and have the sheet in the box **15 minutes** prior to puck drop.
- f. Recommended that the volunteers for the box should be in the arena **30 minutes** prior to puck drop – in the event any changes occur.

22. Apparel

- a. Southwest Hockey has a new apparel provider.
- b. Details were provided via the Southwest Slapshot, and info is also available on the website: **Parent** > **Apparel** tab.

23. Southwest Hockey Logo

- a. The SW Hockey Logo can **NOT** be reproduced without **prior permission**. You must contact the Director of Branding & Equipment at: branding@southwesthockey.ca for approval consideration.

24. Dispute Resolution Guide & Etiquette

- a. The Dispute Resolution Guide has been updated for the 2019/2020 season.
- b. Disputes are sometimes inevitable.
 - i. Those who point out, and attempt to address problems on a team should **NOT** be 'looked down' upon; in particular – players should **NOT** be made to suffer for the actions of their Parents/Guardians who may have a dispute.
- c. Managers should ensure that parents are aware of the approved communication process.
- d. It is expected that all problems be addressed in a **constructive manner with respect and courtesy**. Abuse will not be tolerated.
- e. Anonymous inquiries or complaints cannot be addressed collaboratively, and as such may not be responded to. If a parent has a problem, they need to come forward when the problem(s) occur.
- f. The Southwest Hockey Association will deal with any form of verbal or physical abuse by or at Referees, Coaches, Players, Spectators, or other Southwest Hockey volunteers with Zero Tolerance.
- g. Social media, Cyber Bullying, camera, cell phones and general ease of electronic dissemination of inappropriate content will be dealt with by Southwest Hockey with Zero Tolerance.
- h. **Spectator Etiquette**
 - i. Spectators are asked to enjoy the game in a manner consistent with the Fair Play Codes.
 - ii. The use of excessive artificial noise-making devices (air horns, megaphones, garbage can lid, etc.) is not permitted. This is as per Hockey Calgary Rules & Regulations....and some City Bylaws.
 - iii. Verbal/physical abuse of players, officials, fans, or staff may result in ejection from the arena.
 - iv. Spectators are prohibited from banging on the glass.
 - v. **League Chairs or other Hockey Calgary official may deal with anyone associated with a Hockey Calgary registered team who, in their opinion, is guilty of conduct unbecoming the game of hockey.** They may suspend a team, team official, player or spectator for up to three games. The Chair/Coordinator, in liaison with the Category Governor, may extend the suspensions to five games. Any suspension that might warrant longer duration will be referred to the Hockey Calgary Special Committee for judgment. *(This is as noted in the Hockey Calgary Rules & Regulations).*
- i. **Dispute Resolution Communication Chart**
 - i. Full information is available on the **Managers** tab, under the **Team Managers Resources** > **Communication Tools**

Dispute Communication Chart

Within this chart is a list of first points of contact. To find out if your dispute/incident is a Level 1, Level 2 Violation, or is involving a Referee/Official, Refer to **Section 10.0**.

This Section 10 reference is in the Dispute Resolution Guide

Level 1 Violation	Level 2 Violation	Referees
First Points of Contact		
Issue involving: Player, Parent, Coach, Manager, or Other	Issue involving: Player, Parent, Coach, Manager, or Other	Issue Involving a Referee
<p>↓</p> <p>24 Hour Rule</p> <p>↓</p> <p>Complainant</p> <p>↓</p> <p>Team Manager / Head Coach <i>(If there's no attempt to resolve the issue within 48 hrs. (following the "24 Hour Rule"), or if a resolution is not on the horizon, go to next step)</i></p> <p>↓</p> <p>Administrator <i>(Complainant to email the Administrator requesting a copy of an Incident Form)</i></p> <p>↓</p> <p>Director at Large <i>(Administrator to contact a Director at Large, once the Complainant has submitted the Incident Form)</i></p> <p>↓</p> <p>Discipline Committee <i>(If Director at Large cannot find a resolution or situation has escalated, the Director at Large is to convene the Discipline Committee)</i></p> <p>↓</p> <p>President <i>(Chair of the Appeals Committee)</i></p> <p>↓</p> <p>Hockey Calgary</p>	<p>↓</p> <p>24 Hour Rule</p> <p>↓</p> <p>Complainant</p> <p>↓</p> <p>Administrator <i>(Complainant to email the Administrator requesting a copy of an Incident Form)</i></p> <p>↓</p> <p>Director at Large <i>(Administrator to contact a Director at Large, once the Complainant has submitted the Incident Form)</i></p> <p>↓</p> <p>Discipline Committee <i>(If no resolution or situation has escalated, Director at Large is to convene the Discipline Committee)</i></p> <p>↓</p> <p>President <i>(Chair of the Appeals Committee)</i></p> <p>↓</p> <p>Hockey Calgary</p>	<p>↓</p> <p>24 Hour Rule</p> <p>↓</p> <p>Complainant</p> <p>↓</p> <p>Administrator <i>(Complainant to email the Administrator requesting a copy of an Incident Form)</i></p> <p>↓</p> <p>President <i>(Administrator to send form to the President, once received from Complainant)</i></p> <p>↓</p> <p>Hockey Calgary <i>(The President will review the complaint and if supported, will forward to Hockey Calgary for review)</i></p> <p>↓</p> <p>Central Zone Referee's Committee <i>(Hockey Calgary will contact the Central Zone Referee's Committee; as deemed necessary)</i></p>



9.0 DURING THE SEASON

1. Hockey Calgary League Games

- a. **Seeding Round Schedules** – The “Seeding Round” schedule is completed by Hockey Calgary and is typically posted mid-October. This round of games will cover games that are played from late October to early December. After the “Seeding Round” is completed, then some divisions (across Calgary) may be re-seeded and change divisions. This is overseen by Hockey Calgary.
- b. **Regular Season Schedules** - The “Regular Season” schedule is completed by Hockey Calgary and is typically posted by mid-December. This round of games will cover

games played from January to mid/end February depending on the Age Category. This round will also have the annual Esso Minor Hockey Week (EMHW) Tournament schedule. The first game that is played in EMHW is considered a League game and will count towards your team stats (with the exception being Novice).

- c. **Playoff Schedules** - The "Playoff Schedule" is completed by Hockey Calgary and is typically posted around end of January or early February. Depending on the Age Category, playoff games could start end of February. Playoff Schedules 'brackets' will be posted prior to the end of the "Regular Season", and once the "Regular Season" has been completed, teams will be entered onto the 'Playoff Brackets'. Playoff Schedules can be viewed on www.hockeycalgary.ca
- d. **Cancellation of Hockey Calgary Games**
 - i. As per Hockey Calgary Rules & Regulations Handbook: *"If a team does not appear for a scheduled game, the team in attendance will fill out the official game report, have the Referee sign same, immediately telephone the League Chair and explain the situation.*
 - ii. *If a team fails to present itself at the time and place appointed to play in any game, unless such failure is caused by an unavoidable accident or an unforeseen contingency, the manager, coach and/or players of the team, which is responsible for the absence, will be subject to immediate disciplinary action".*
 - iii. **If you do not have enough players for a game, Coaches should use the Approved Affiliate players.**

2. Game Lengths / Permit Lengths

- a. As per Hockey Calgary Regulations Handbook;
- b. All games are stop time.
- c. No time outs permitted
- d. There will be a 3-minute warm-up at the scheduled permit time.
- e. No games will exceed the permit time. If game cannot be completed:
 - i. At the first stoppage of play, after the time reaches 5 minutes left on the permit, the timekeeper will notify the referee.
 - ii. At this stoppage, the clock will be reset to 2-minutes and the remainder of the game completed; with stop time.
- f. Further details can be found in the Hockey Calgary Rules & Regulations Handbook

Permit Length	Length of Periods: 1, 2 & 3
1 – Hour Permit	12, 15 & 15 minutes
1.25 – Hour Permit	15, 15 & 15 minutes
1.50 – Hour Permit	15, 15 & 20 minutes
1.75 – Hour Permit	15, 20, & 20 minutes
2 – Hour Permit (or greater)	20, 20 & 20 minutes

3. Game Limits

- a. Some Age Divisions are restricted to the number of games that can be played in one season.

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- b. The Head Coach is responsible for ensuring the team does **NOT EXCEED** the Hockey Calgary limits. Failure to do so, may result in suspension of the Coach.
 - c. Refer to the **Hockey Calgary – Game Play Guidelines**, which can be found on the SWH website, under the **Managers** tab > **Team Manager Resources** > **Manuals**

4. **Game Sheets, Game Reporting & Labels**

- a. The 'Home' team is responsible for submitting the game sheet report online using your Team Manager Hockey Calgary Login.
 - b. Refer to the **Hockey Calgary User Account Guide** for further information.
 - i. SWH website: **Managers** tab > **Team Managers Resources** > **Manuals**
 - c. Game sheets **must be entered online within 24 hours**.
 - d. A **PDF** copy of the game report **MUST** be uploaded to the Hockey Calgary website **WITHIN 24 hours**.
 - e. **The Team Manager, or designate (eg. Head Coach) is responsible for informing the League Chair/Governor of any incidents/suspensions written up on the Official Game Report (by the Referee) involving members of their team, and must be reported IMMEDIATELY following the game being completed.**
 - i. **In addition to notifying your League Chair – you MUST also notify:**
 - 1. **Director of Coaches: coaches@southwesthockey.ca**
 - 2. **Asst. Director of Coaches: asst-coaches@southwesthockey.ca**
 - f. **Game Sheet Supply & Cost**
 - i. Southwest Hockey will supply enough game sheets for your Hockey Calgary 'home' games only.
 - ii. Additional game sheets can be requested by emailing the Administrator at: **admin@southwesthockey.ca**
 - iii. Esso Minor Hockey Week and City Championship Playoffs are considered tournaments; therefore, it is unknown if your team will 'fall into' the 'Home' team or 'Visiting' team bracket. Therefore, if additional sheets are required – email the Administrator.
 - g. **Game Sheet Label Template:** is available on under the **Team Manager Resources** > **Game Sheet Information**. You will need 2 – 3 stickers for each game sheet.
 - i. Hockey Calgary has new game sheets for the 2019-2020 season, so will depend if you have an old or new game sheet.
 - ii. Example of labels to buy: Avery (or equivalent) – White shipping labels #48863
 - h. **Filling out a Game Sheet**
 - i. This is a snapshot of a sample game sheet. The website also has a sample that can be found under: **Team Manager Resources** > **Game Sheet Information**
 - i. **App for Scanning**
 - i. App such as; TurboScan, Tiny Scanner, CamScan will allow you to take a clearer photo of the game sheet, to then upload to the Hockey Calgary website.
 - ii. The App would also store the game sheets, in the event you need to reference them.
 - iii. Suggest saving the games by date they were played.
 - j. A copy of **ALL** 'hard copy' game sheets are to be kept in the Team Manager Binder and **MUST** be submitted to the SW Administrator at the end of the season. Game sheets should include: HCAL scheduled games, Exhibition Games & Tournament Games.
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SAMPLE –GAME SHEET

HOCKEY CALGARY

MAX BELL ARENA 111 BARLOW TRAIL SE CALGARY AB T2E 6S2 PHONE (403) 245-5773

DATE: _____ TYPE: _____

HOME TEAM: _____ VISITING TEAM: _____

OFFICIAL GAME REPORT

ALL GAME OFFICIALS MUST SIGN BEFORE FORWARDS

SCORING

PERIOD LENGTH Depends on ice permit, refer to Section 33.4

TIME Start time of the game.

ARENA Name of the Arena

GAME LABELS Add stickers to ALL 3 pages for BOTH 'Home & 'Visiting'

CATEGORY This is where the Age Group goes. E.g. Atom

DIVISION This is where the HCal Division goes

VERIFIED Head Coach MUST PRINT their name.

REFEREE SUMMARY Only Referee's print in this section

PENALTIES 'Home' team penalties

PENALTIES 'Visiting' team penalties

SCORING
 Per = Period
 Time = Time ON the clock
 SC = Player # who scored
 Assist = Player #(s) who assisted
 EV / PP = Even Strength or Power Play

RECORDING PENALTIES
 Per = Period
 No. = Player receiving penalty
 Serv. = Player # who is serving penalty
 Offence = Penalty received
 Min. = # of minutes received
 Off/Start/On = Time on Clock when off the ice, penalty started, and time after penalty.

GAME OFFICIALS MUST PRINT their name, according to their position

GAME OFFICIALS MUST PRINT their name, according to their position

VERIFIED Head Coach MUST PRINT their name.

5. Game Time – Now what do I do?

A Game Day Checklist has been provided on the SWH website. This sheet can be found under the **Managers** tab > **Team Manager Resources** > **Game Day & Game Sheet Information**.

6. Exhibition Games & Tournaments

In order to participate in an Exhibition game, there must be approval from Hockey Calgary; whereby the game becomes sanctioned.

a. Exhibition Sanction Request

- i. Is completed by the host team, via the Hockey Calgary online process using the Team Manager's login information that was provided at the start of the season.
- ii. Be sure to keep a copy of your approval on hand.
- iii. Also, if you click 'NO' for the game not being played at a Hockey Calgary arena, then a **Travel Permit** will automatically be issued. Also keep this on hand.

b. There are **minimum deadlines** to be met for requesting an Exhibition game:

- i. Games must be requested online a minimum of 48 hours prior to the start of the game. If the game starts less than 48 hours prior, the request will be rejected.
- ii. If you need to cancel the request – you do this by logging back in.
 1. The cancellation is subject to a cancellation fee; as determined by Central Zone; especially if less than 24 hours-notice is given.

c. Tournaments

- i. To 'Play in a Tournament' – you must also submit a request via the Hockey Calgary online process.
- ii. There are Schedule Window deadlines to meet – in order to attend a tournament during the Seeding Round or Regular Season

- iii. If you are hosting a tournament – there are separate deadlines to meet. Refer to the Hockey Calgary Important Dates Calendar.

d. How to host an Exhibition Game

- i. An Exhibition Game Checklist that has been provided.
- ii. Check out the **Managers** tab > **Team Manager Resources** > **Tournaments & Exhibition** section.

7. Suspensions / Penalties

- a. When a player, team official or spectator has received a penalty or ejections that carries an automatic suspension (as described in the Minimum Suspension Guidelines), the Head Coach or designate is responsible for informing the appropriate Hockey Calgary League Chair (for your division) **WITHIN 24 hours** of completion of the game.
- b. Until otherwise notified, the suspended person must abide by the Minimum Suspension Guidelines.
- c. For complete (current) details surrounding suspensions, review the Hockey Calgary Rules & Regulations Handbook, which can be found on the **Managers** tab > **Team Manager Resources** > **Communication Tools**
- d. **Reminder:** For all suspensions your Hockey Calgary League Chair, and the SWH Director of Coaches and Assistant Director of Coaches are to be notified.
- e. **League Chair** – Once notified will inform you of the full suspension and number of games that are to be served at the next Sanctioned game.
 - i. **Note:** Exhibition games do NOT count towards serving a suspension.

8. Affiliate Players

- a. Utilizing Affiliations, is the responsibility of the Head Coach.
- b. There are Rules & Regulations provided in the **Hockey Calgary Rules & Regulations Handbook** which can be found on the **Managers** tab > **Team Manager Resources** > **Communication Tools**.
- c. There is also a Southwest Hockey Affiliation Policy; which can be found on the **Managers** tab > **Team Manager Resources** > **Game Day & Game Sheet Information**.

9. Schedules & Ice

- a. **League Games** are completed by Hockey Calgary. Those release dates are communicated on the Hockey Calgary Important Dates Calendar.
- b. **Practice Schedules** will be completed via the OneClickIce (OCI) Scheduling Software program.
- c. **Schedule releases** generally occur:

End of September, for →	October 1 st to the beginning of the Seeding Round
Early to mid-October, for →	1 st day of Seeding Round, till end of the Seeding Round
Early November, for →	December practices
Mid-December, for →	Regular Season
Early to mid-February, for →	Playoff Season

- d. Both game and practice schedules will be uploaded to TeamSnap.
 - i. Individual teams are only responsible for adding their own Exhibition games and Tournament dates.

e. Ice FAQ (Please review)

- i. There is an Ice FAQ available that should answer all your ice questions.
- ii. This guide can be found under the **Managers** tab > **Ice Scheduling**

f. Ice Cancellation Policy

- i. There is a process for returning ice. Review the Ice FAQ document to avoid any penalties that may be applied to teams; for ice that teams want to return.

10. Referees

- a. Without Officials (Referees), there is no game!
- b. Referees can be as young as 14 years old. **They are not perfect. Mistakes happen. They are learning. They should be supported!**
- c. Abuse of Referee's will **NOT** be tolerated.
 - i. If you have parent(s) who are disrespecting the game of hockey, then you need to step in and either try calming the person(s) down, or ask them to leave.
 - ii. Head Coaches can be suspended for unruly parents in the stands.
 - iii. Remind your parents that disrespecting the game (Referee's) will NOT be tolerated and matters must be dealt with another way.
- d. **Payments**
 - i. Payment for Referees, for League games are handled by Hockey Calgary and Central Zone Referee Committee. You do NOT pay Referees for these games.
 - ii. Payment for Referees, for Exhibition games is to happen **BEFORE** the game begins, and payment is made in **CASH** by the host team. There is a Referee Rate Sheet provided on the SWH website under the **Officials** tab > **Referee Resources** > **Central Zone**
 - iii. Payment for Referees, for Tournaments will be invoiced to the hosting team, by the Central Zone Referee Committee. Refer to the rate sheet for cost.

11. Tournaments (Hosting or Invited)

- a. **Finding Tournaments.** Refer to the Hockey Calgary website > Operations > Tournaments. From the Tournaments tab, you can find information on hosting as well as Tournament listings.
 - b. For your team **to attend a tournament**, the tournament **MUST** be sanctioned.
 - c. Teams are only permitted to use **properly rostered players** who are **ON** the Official Team Roster (Hockey Canada Roster). Teams may use Affiliates, so long as the Policy is followed, and the player is listed on their roster as an affiliate.
 - d. If you would like to **host a tournament**, guidance is provided on the Hockey Calgary website, as well – SWH has a “**How to Host a Hockey Tournament Guide**”
 - i. To host, you must meet Hockey Calgary Scheduling deadlines (refer to their Important Dates calendar), and apply before the 12th day of the month preceding the tournament.
 - ii. You need to still enter a Schedule Window.
 - iii. Cannot be during the Seeding Round, Regular Season or EMHW.
 - e. If you **are attending** a tournament:
 - i. The organizers may request the following:
 1. Payment & Registration Form
 2. Official Roster for your team
 3. Copy of your Travel Permit
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4. SWH Logo (approval is needed from branding@southwesthockey.ca)
 - ii. Team Managers must:
 1. Enter a form, via your login to “**Play in a Tournament**”.
 2. Ensure you’ve entered a Schedule Window by the deadline.
 - f. Travel Permits
 - i. These are required if the tournament is outside of Zone 9
 - ii. When you apply for the Tournament Sanction / Play in a Tournament – the Travel Permit is automatically created.
 - iii. You should receive an email confirmation.
 - iv. Advise your League Chair that your team is traveling to a tournament.

12. Attendance Policy

- a. SW Hockey recognizes that regular participation in practices and games is an integral part to the development of our hockey players, and coaches and the success of our hockey program. The Attendance Policy is not meant to “point out” players and rather is a **means of reiterating the importance of communications**, so that affiliated players can be utilized.
- b. **Review the Attendance Policy**, which can be found on the website under the **Managers** tab > **Team Manager Resources** > **Communication Tools**
- c. **Attendance is to be tracked**
 - i. Team Attendance Liaison is responsible for this task, unless no other volunteers sign up, then it’s the responsibility of the Team Manager
 - ii. Excel spreadsheet is provided. Template is on the **Managers** tab.
- d. During the Parent Meeting, a timeline must have been discussed/confirmed to how much time the coach requires for notification – so players are not marked as unexcused.
- e. By the 5th of each month, the spreadsheet is to be sent to the Administrator. The SAME excel spreadsheet **MUST** be used throughout the season.

13. Southwest Hockey Volunteer Bond

- a. Program details are provided under the **Parents** tab > **Volunteers**.
- b. Managers are NOT responsible for tracking families volunteer bond.
- c. It is up to each family to track their own. Managers may need to sign off on the Time and Credit Form – if the parent worked the Time/Score Keeping duty.

10.0 **END OF THE SEASON**

1. **After all Games (Tournaments) are Completed**

- a. You’ll want to arrange the team party wrap up. This could include end of season gifts for players and coaches.
 - b. Team Bank Account finalization is a **BIG** task to be done **ON TIME**.
 - i. Team Bank Accounts **MUST** be closed by **May 1st**. Further details are provided to the Team Treasurer; however, Managers **MUST** ensure this is being completed.
 - ii. Proof of Bank Account Closure – must be sent to the Administrator.
 - c. Hard copies of the game sheets are to be submitted to the Administrator.
 - d. Return the SWH game jerseys.
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- i. These details will be provided at the end of the season.

11.0 FURTHER INFORMATION

1. Hockey Canada Insurance

- a. Hockey Canada is strictly a supplemental insurer. If you have access to any other insurance, you must pursue it through them first. Hockey Canada may cover those costs not covered by your primary insurance to their policy limits. Additional information about the Hockey Canada Insurance can be found in the 'Safety Requires Teamwork' document.
- b. An **Injury Report Form**; **MUST** be submitted **directly** to Hockey Alberta within 90 days of the injury and completed in its entirety or the form will be returned. These Injury Report Forms can be requested through your Team Manager or the SW Administrator.
- c. There is also further information available on the Hockey Alberta website through this website: <https://www.hockeyalberta.ca/members/insurance/>

2. Southwest Hockey Return to Play

- a. Southwest Hockey wants to reduce the number of injuries by minimizing the occurrences of players participating in games or practices when they are not "Return/Fit to Play" due to illness or injury.
- b. Further guidelines about Return to Play can be found on the SWH website under the **Coaches** tab > **Return to Play**

3. Special Event Sanctions & Team Social Events

- a. A **Special Event Sanction Form** must be filled out online and approved for off-ice activities; i.e. →fundraising events, dry land training, etc.
- b. If this form is not filled out and it was an event that could have been covered under insurance – and there is an injury/accident, there would not be coverage by the insurance plan.
- c. "**Regular hockey programming**" activities are covered through the Hockey Canada Insurance program, and a Special Event Sanction does not need to be applied for those. A couple examples are: power skating, and dryland.
- d. There is a list of Sanctioned Events that ARE and ARE NOT covered. This can be viewed on the **Managers** tab > **Safety, Injury & Insurance** > **Event Sanctioning**.
- e. There are further policies surrounding the hiring of companies, and/or using skills coaches. It is the team's responsibility (Head Coach / Manager) to review those policies, which are noted in the SWH Policies & Procedures Manual.
- f. Example of an event that will **NOT** be approved, and as such – **ALL** participants (even those on a Hockey Canada Official Roster), are participating **at their own risk**:
 - i. **Parent / Player Games & Family Skates:** Insurance is run under Hockey Canada, and a 'family skate/year end party/player vs. parent games' would be classified as a "non-hockey related activity" and would not be approved - as the Hockey Canada insurance program is not set up to cover non-hockey related events.
 - ii. This does not mean the team can't arrange this activity, it just means that all team/participants need to acknowledge that there is no Hockey Canada

insurance in the event of injuries/accidents including players and coaches that are registered to the team and that they know they are participating at their own risk.

- iii. Participation Waivers are to be completed for these such events. Request can be made to the Administrator at: admin@southwesthockey.ca

g. Team Social Events

- i. There are restrictions for some events due to insurance; such as (e.g.): swimming, rollerblading, and bowling.
- ii. It's not to say teams cannot participate, families just need to be aware that they are participating without coverage through the Hockey Canada Insurance.
- iii. More information is in the Hockey Canada Insurance (Safety Requires Teamwork); which can be found on the **Managers** tab > **Safety, Injury & Insurance**.

In Conclusion

If you've read this cover to cover – WOW, WELL DONE!!

Remember → This document is a “*work in progress...*” and if you have any questions or challenges regarding manager duties, feel free to contact the Southwest Hockey Administrator.

If there is a discrepancy between this Manager's Manual and any of the following documents; the Hockey Calgary Rules/Regulations, Hockey Canada Casebook, Bylaws or the Southwest Hockey Policy and Procedures, those will take precedence over the Manager's Manual.

Any discrepancies should be brought to the Administrator's attention promptly.

Have fun, enjoy the season and.....GO COUGARS!

Thanks again for volunteering!



The message that we should be sending to all our players is.....

i LOVE watching you play