



TEAM MANAGER'S OPERATIONS MANUAL

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The following manual will help BVHS Managers manage their teams throughout the hockey season. The information outlined within this manual is meant to be a resource and reference point with pertinent information to help ensure our managers follow HC and BVHS best practices from year to year.

Team Operations Manual

The BVHS Operations guideline is set out by the BVHS Board of Directors for our coaches to follow and use as a reference guide for setting up their team rules. The rules outlined in the manual are approved by the Board of Directors. The manual should be emailed to the parents and discussed at the first parents' meeting. At the conclusion of the parent's meeting, the coach and manager are responsible to ensure that every parent signs a copy of the document to acknowledge that they understand and accept the rules outlined within the Team Operations Guidelines manual. For the U11 – U18 teams, the players are required to also sign to acknowledge that they also understand the rules set out that pertain to the players. It is highly recommended that the coach and or manager keep a copy of the signed Team Operations manual. Both the Team Operations Manual and Team Contract can be found on the [Policy and Procedures webpage](#).

Team Snap

All BVHS members register through TeamSnap. Once teams are finalized, the BVHS Registrar will roster the kids onto their respective teams in TeamSnap. Coaches will have 24 hours to contact their respective players, then the BVHS Registrar will send out the invitations. Teams along with BVHS will do all their communication through the TeamSnap account. The head coach will get ownership/manager status for the account. Once the manager is selected, the coach can provide the manager with administrator status on the account. For tutorials and help using the Team Snap account visit the [TeamSnap Help Page](#).

BVHS Team Meetings

Each team is required to hold a team meeting at the start of the season. We encourage all coaches to put together a PPT Presentation to run through at your parents' meeting. We have created a template that coaches can copy or use as a reference point when creating their own Parents' PPT Presentation.

For more information on templates and resources please visit the [Team Meeting](#) section of the website with all the pertinent info and templates to be used year to year.

When you conduct the team meeting it is imperative that you take attendance. Ask a parent to take minutes and ensure that minutes are kept that include the vote counts for each decision that is made. This helps as a reference point later in the season when issues arise.

Below is a summary of some information that should be discussed at the first parents' meeting:

- Parent Introductions
- Attendance
- Motion to call the meeting to order
- Player Medical Information Sheets
- Team Contact List – Ask parents to check their info on the TeamSnap roster
- Team Rules and Team Operations Manual - Discuss pertinent info
- Coaches should discuss their coaching philosophies with the parent group
- Determine how many tournaments, exhibition games and additional ice times parents want
- Team Apparel - decide if and what they want to do
- Team Budget - Identify a ballpark idea for a budget based on items discussed above
- Determine the Cash Call amount
- Fill team roles – Manager, Jersey parents, treasurer, tournament coordinator
- Determine the number and type of fundraising events
- Determine team building activities to get a strong team dynamic including a parent party
- Discuss the fair play code as well as the coach's philosophy on shortening the bench during the last few minutes of play, overtime, shootouts etc.
- Motion to adjourn the meeting

For each item that is discussed a motion should be made, voted upon and ensure whoever takes minutes includes the totals for the votes

Team Level Roles that fulfill BVHS Bond Requirements

- Head Coach
- Assistant Coaches

* Please note that all head coaches and assistant coaches must complete at least 12 hours of evaluating or on-ice support in September*

Team Level Roles that do not fulfill BVHS Bond Requirements

- Manager
- Assistant Manager
- Treasurer
- Jersey Parents (2 per team)
- Fundraising Coordinator
- Tournament Coordinator
- Social Events Coordinator
- Website Manager
- U9 – U18 - Score Clock, Game Sheet and Penalty Box Volunteers

Team Roles Policy – Effective the 2023-2024 Season

The 2023-2024 BVHS Board of Directors elected to implement the following policy as it relates to Team Roles, Team Hosted Tournaments and Team Fundraising initiatives.

This policy will ensure that families have two avenues available should they have concerns that need to be addressed using the issue resolution policy. In situations where we had two spouses as both the HC and Manager, it made it tough for members to voice their concerns and or to get resolution on the issues at hand.

This policy also ensures that we have checks and balances in place as it pertains to team operations as well as the team financials.

Managers – The Manager role cannot be fulfilled by the spouse of the Head Coach.

Treasurer – The Treasurer role cannot be fulfilled by the spouse of the Head Coach.

Tournaments and Fundraising – Any team level hosted fundraising and or tournaments must be chaired by a three-person committee that will communicate the balance and checks set out to ensure that all monies are accounted for in a clear and transparent manner. We strongly encourage teams to provide detailed summaries of all fundraising initiatives and team hosted tournaments to ensure transparency.

The use of personal electronic devices to collect payments such as but not limited to Squares etc.; will no longer be permitted unless the team has set up such devices under the BVHS Team Name and Team Bank Account through the Cranston ScotiaBank.

Team Medical Forms

The player medical form can be found under each player's profile in TeamSnap. Once the manager has printed all the Medical Information forms, they are responsible for creating a spreadsheet that includes all medical, and allergy concerns etc. This information needs to be emailed to the coaches, as well as a copy of the forms needs to be put into the coach's binder that he or she keeps on the bench, as well as one copy needs to be put into the First Aid Kit.

Team Meeting Follow Up

Following the first parent meeting, send out an email to the team including the minutes, attendees' summary, as well as any supporting documents that were discussed (BVHS Team Operations Manual etc.) It is imperative that any team rules that are to be followed are included in this email to the parent group.

Jersey Numbers

Either prior to, or just after the team meeting, as soon as coaches receive their jerseys, it is recommended that they decide on a process of how they want to determine player's numbers for the season. Once this is decided upon and everyone is happy, update the player numbers under your respective teams on the TeamSnap Account.

Hockey Canada Roster Template

Once the teams have been formed, the BVHS Registrar will email the head coach a copy of the team roster. The information is confidential, and it should only be used for team administration purposes. The official roster contains sensitive personal information that could be used in identity theft. (Managers should electronically shred the document and any paper copies at the end of the season.) Once the affiliates are approved and rosters are finalized in January the head coach and managers will receive updated rosters at these times.

Team Roles Form

The manager is responsible to ensure the Team Roles online form is filled out completely and that all information is correct. BVHS Administration will send out an email to all head coaches with a link where they will fill out the off-ice volunteer positions including manager and jersey parents. The head coach will then forward this email to their respective managers. This information is key for BVHS as this is the information, we use to set up distribution lists for each specific role.

BVHS Coach and Managers Meeting

BVHS holds an annual coach and manager meetings in late September or early October to discuss the pertinent info for each season. It is mandatory that the manager and head coach attend this respective meeting. The dates for the meetings are always included in the BVHS Important Dates document on the BVHS website.

Team Budget

Each team must prepare a budget for the upcoming hockey season. The budget will include the proposed cash calls, as well as fundraising initiatives the team wishes to take part in. Teams must decide if all the money raised goes towards one fund or if the monies raised are allocated for each player. This needs to be addressed and documented in the team's minutes from the first meeting of the season. A budget template can be downloaded from the [BVHS Managers Page](#).

The treasurer should keep all the receipts until the season has concluded.

Authority

- Each team is responsible for its own financial operations. All teams are required to have a designated team treasurer who will be appointed by the team manager. It is the responsibility of the treasurer to work with the coaches and manager to develop a team budget and base the cash call or team fundraising on the projected budget needs. The amount of money your team is attempting to raise should closely match the amount of money your treasurer has projected you will require to achieve your team goals.
- At any time, the BVHS Board of Directors can request team financial statements or authorize the BVHS treasurer to intervene on behalf of the society.

Expectations

- The team treasurer will be responsible for establishing a team bank account at the BVHS-approved bank (Scotiabank Cranston). The Bank Representatives contact info will be shared with the managers and coaches in early October.
- The team treasurer will have signing authority on the account. All accounts need to be emptied of all funds as of April 15. The team treasurer will be responsible to close the account at that time. If the accounts are not closed, they will incur monthly fees that are the treasurer's responsibility.
- The team treasurer will provide the parent group with regular financial updates including an updated budget and bank statement throughout the season. The team manager will ensure majority consensus is used to direct any expenditure.
- Any funds that are remaining in these accounts can be transferred to the BVHS General Account and will be utilized toward offsetting the costs of BVHS hockey operations. Typically, it is used to purchase on-ice equipment that all the teams will benefit from.

Benchmarks

- We have developed recommended fundraising benchmarks for teams playing at each age group level within BVHS. We recognize that some teams undertake additional commitments including out-of-province tournaments, added player development and training or other unique opportunities. We will continue to encourage and support our teams to provide our players with these opportunities. These guidelines are not intended to limit or withhold any individual team, but rather to provide some basic guidance for coaches, managers, and treasurers.

The following benchmarks are the range of approximate team costs for each age group:

Age Group	Maximum Funds	Suggested Cash Call
U7	Not to exceed \$12,000, except with permission.	Suggested cash call \$100-\$200
U9	Not to exceed \$12,000, except with permission.	Suggested cash call \$150-\$200
U11	Not to exceed \$12,000, except with permission.	Suggested cash call \$200
U13 – U18	Not to exceed \$15,000, except with permission.	Suggested cash call \$200

Examples of costs to include in the budget may include, but are not limited to:

- Tournament entry fees
- Additional ice time above the ice time allocated by BVHS for practice or exhibition
- Cost of on-ice officials for exhibition play
- Team BVHS apparel
- Team social events
- Travel costs
- Player Development (i.e., Dryland Training, etc.)
- Year-End Party/Gifts
- Bank Fees

Fundraising

Many teams will host pub nights, bottle drives, silent auctions, meat sales, poker nights or other fundraising initiatives. Please note that any raffles organized and hosted by a team are subject to Alberta Gaming legislation. Please refer to www.aglc.ca for more information on compliance. Team managers are responsible for ensuring their team follows all AGLC regulations. **You are not permitted to use the BVHS non-profit society number or address to support any individual team raffles.**

Bow Valley Hockey Society believes that all monies collected or raised at a team level are done so in good faith and should be managed and spent accordingly. Hockey is a very costly activity for many families, and we want to ensure that we are all utilizing money responsibly. The amount of fundraising to be done is to be determined by the parents of each hockey team. There is no requirement to do any fundraising, however, fundraising done by the team will reduce costs to the parents to cover team expenses. Once prepared, the budget must be reviewed and approved by the parents of the players on the hockey team. The review needs to include a discussion at a

parent meeting of the anticipated costs of the team and the level of fundraising and/or cash calls required to support the budget and should be approved by a majority of the team's parents.

At a team meeting, the team manager should invite any families who feel that a cash call is a financial hardship to contact the manager and coach in private. Where possible, the manager should attempt to reduce the stress on the affected family through instalments on the cash call or through additional fundraising opportunities that the affected family can use to generate the funds. If an arrangement cannot be reached to assist the family the team manager shall contact the Manager of Hockey Operations to explore other alternatives.

BVHS Apparel

BVHS has partnered with Adrenalin Source as the official apparel supplier for the Society. Any BVHS apparel ordered at the team level must be done so through Adrenalin Source for Sports. Please visit the BVHS [Apparel Page](#) for the updated yearly catalogue and information pertaining to the current season.

Game Sheets and Game Tracking

The team manager is responsible to track the number of games played and not exceed the maximum number of available games as set out by Hockey Calgary.

Each team will get a book of game sheets for the seeding round, regular season and exhibition games. If you require additional score sheets for hosting a tournament you may purchase them from the BV office.

Prior to each game, the home team is required to fill out a game sheet. They are required to fill out all the information on the game sheet including designating a G next to the goalie's name, as well as C and A next to the Captains and Assistants. Also, put on your team's respective labels and have the coach sign the game sheet. For home games, ensure that the other team fills out the game sheet and once it's done, ensure the off-ice official volunteers receive the game sheet prior to the game.

Once the player's jersey numbers have been determined it is the manager's responsibility to create sticker labels for the game sheet. There is a template posted on the manager's section of the BVHS website. The manager will need to communicate with the coach to determine who looks after the game sheets for each game. ** This is only a requirement for U9 – U18 teams.

Game sheet protocol: The home team keeps the white copy, and the visiting team keeps the coloured copy. Be sure that you have all your referee signatures before they leave the ice.

Please click here for the [Scorekeeping manual](#)

Emergency Action Plan

At the parents' meeting, it is important to notify everyone of the team's Emergency Action Plan for the season. Ensure the following positions are filled for the season. When you select these positions, please ensure you select people who will be in attendance for the majority of the games and practices. For the home arena, it's always a good idea to do up an EAP Plan in case of an emergency. Please [click here](#) to link to a Hockey Canada EAP Template.

Charge Person:

- Most qualified person available with training in first aid and emergency response
- Familiarize yourself with arena emergency equipment
- Take control of an emergency situation until medical personnel arrive
- Assess injury status of the player

Call Person:

- List of emergency telephone numbers
- Directions to the arena
- Best route in and out of the arena for the ambulance crew
- Communicate with the charge person and control person

Control Person:

- Ensure proper room for the charge person and ambulance crew
- Discuss the emergency action plan with:
 - Arena staff
 - Officials
 - Opponents
- Ensure that the route for the ambulance crew is clear and available
- Seek highly trained medical personnel (i.e., MD or nurse) to assist injured player if requested by the charge person
- Discuss the player's injury and status with parents.

Ice Scheduling

The BVHS Manager of Hockey of Operations will send out a variety of information to all team managers relating to their team schedules. Each season, BVHS teams will receive several schedules. Hockey Calgary Seeding and or Regular Season Games are the teams' responsibility to enter into TeamSnap. BVHS will import all practices into each team's respective TeamSnap schedule. **Seeding and Regular Season game schedules are posted on the Hockey Calgary website.** Teams need to enter their own tournament games, exhibition games, and any ice times that they pick up from the OneClick Ice Portal and any practice swaps that are made with other BVHS teams.

Please [click here](#) to be directed to the Hockey Calgary Important Dates.

U7 Teams

- October – U7 teams will receive their October – December practice schedules
- December – U7 Teams will receive their January and February practice schedules
- March – U7 teams are welcome to pick up additional ice times for exhibition games or additional practice times.
- BVHS will schedule their home games and teams are required to use their practice ice for practice

U9 – U18 Teams

- September – Teams will receive their September and October practice schedules
- October - Teams will receive their Seeding Round practices and game schedules
- December - Teams will receive their Regular Season game schedules.
- December - Teams will receive their January - February practice schedules. We do not schedule practices during Esso Minor Hockey Week and teams are required to pick up practice times from the BVHS Ice Page. Preference is given to teams that are in EMHW.
- February - Teams will be allowed to pick up practice ice during the playoffs from the BVHS Ice page. Preference is given to the teams that are in playoffs.

If a team is unable to use an ice time, they are required to utilize the OneClick Ice Swap Program. More info to come on the program.

Once you have received your team's seeding and regular season schedules, it is the manager's responsibility to reconcile the two schedules and to email the Manager of Hockey Operations if any discrepancies are found.

Off-Ice Officials Rotation

For community hockey, the home team must supply two off-ice officials responsible for timekeeping and the home penalty box. The visiting team is responsible for the scorekeeping and the visiting penalty box. We recommend that each team makes a schedule outlining what families are required to work on what dates and times. Coaches and managers are not to be included in this rotation. This can be assigned through TeamSnap. [Click Here](#) for info on how to set up assignments/shifts for your respective teams.

Below are some manuals to assist with instructions on how to fill out the game sheet as well as operating manuals for different clocks that are used in Calgary and surrounding arenas.

- Hockey Calgary Off-Ice Officials Manual
- Nevco model #871 score clock manual.

- Nevco model #008-3261 score clock manual.
- Scoretec score clock manual.

Hockey Calgary Website Updates

Each team will receive a username and password to log into the Hockey Calgary website from the BVHS Administrator. This is to be used for updating the website after games.

The home team will be responsible for informing the League Chair/Coordinator if any incident occurs and is written on the official game report by the referee. The coach or manager must inform the League Chair/Coordinator either in person or by phone immediately after the game is completed. Failure to inform the League Chair/Coordinator immediately may result in the coach being suspended or the loss of points from the game. All information on the official game report must be entered into the digital game sheet on the Hockey Calgary website within 24 hours after the game is completed.

An official from each team must retain a copy of the official game report until the end of the season.

Only referees are allowed to write on the official game report, along with the two linesmen.

First and last names must be clearly legible in the team lineup, along with the jersey number.

It is imperative the home team updates the HC website within 24 hours. The Hockey Calgary website is all automated in the back end, and association Presidents, League Chairs, and Administrators can log in at any time to track suspensions, penalties, stats etc. As soon as a suspension offence takes place, an email goes to the HC League Chair and Governor, and once they have made a decision following the HC Suspension Guidelines the team manager and coach will receive an email outlining the player's suspension details. Please [click here](#) for the Hockey Calgary Team Users Account PDF that outlines the process of how to do everything on the HC website under your respective teams in the admin section of the website. This includes info on how to apply for a special event sanction, travel permit, tournament sanction, and schedule window request.

Special Event Sanctions

If your team is planning to do any off-ice activities, you must complete a request for a Special Event Sanction. This is done to ensure that your off-ice activities are insured through Hockey Alberta. This is all done through the HC Login.

Travel Permits

Anytime a team leaves Zone 9 (Calgary and Springbank) you must complete and receive approval for a Travel Permit. By completing a Travel Permit request, you are ensuring that your team will be insured through Hockey Alberta. This is all done through the HC Login.

Schedule Window Requests

Teams wanting to take part in a tournament must complete a Schedule Window Request through Hockey Calgary. Once this has been completed, Hockey Calgary will not schedule your team a game on the dates within the request, and BVHS will not schedule any practices during those dates either. Failure to request the schedule window within the deadlines will result in the chance of your team having to play on those dates. For exact dates please check the [Important Dates](#) section on the Hockey Calgary website or the important dates on the BVHS website. The scheduling window request is all done through the HC Login.

Tournaments

The number of tournaments and or exhibition games each BVHS team wishes to take part in will be discussed and decided upon at the first parent meeting. The team will go with the majority vote. Teams must follow the guidelines set out in the Hockey Calgary Bylaws and Playing Rules. Tournament Sanction Applications are also applied for through the Team User page. At the conclusion of the tournament, the Tournament Host must ensure that all the game sheets are completed on the Hockey Calgary website. We have done up a BVHS Tournament Information Package Template that teams can use for their respective tournaments. Please [click here](#) to link to a sync folder that contains a variety of tournament templates and information.

Exhibition Games

Any team wanting to play an exhibition game must complete an exhibition game request through the team's admin section of the HC website. Once the community referee assignor and or Central Region Referees' Committee is able to confirm officials, they will approve the game and you will receive an email notification saying the game has been approved.

Equipment

Coaches will be notified at the start of the season as to when the equipment pick-up night will take place. This usually takes place the first week of October. At this time the teams will receive their pucks, pylons, jerseys and first aid kit. Novice Age group teams will also receive their goalie gear. Each novice team is responsible to clean the gear at the end of the season. Please provide a receipt at the equipment return date indicating the gear has been cleaned. The cost to clean the gear is a team expense. The Timbits age group will receive goalie sticks at the equipment

pick-up night. U13, U15 and U18 teams will also receive C and A stickers that can be put on the jerseys. Any team that designates Captains and Assistants must have the C and A on the jersey and marked on the game sheet.

Officials Fees

For exhibition and home tournament games, once you apply for your Exhibition Sanction or Tournament Sanction request, Central Region Referees' Committee will confirm officials, and you will receive an email confirming your application is approved. At the start of each game, the team manager and or treasurer are responsible to ensure that the officials are paid in cash prior to going on the ice. DO NOT PAY the officials by cheque. Officials will only accept CASH. The email will note the cost of each referee. The officials' rates for the respective season can be found on the [Managers Section](#) of the website.

BVHS Policy and Procedures

Please refer to the [BVHS Policy and Procedures](#) section of the website to reference or download any of the BVHS Policy and Procedures. Prior to contacting BVHS with questions regarding a team-level issue please refer to one of the policies listed on the website.

BVHS Affiliation Policy

BVHS and Hockey Calgary have guidelines on our affiliation process. For an understanding of our Affiliation Policy please reference the Affiliations Guidelines Document that can be found on the Policy and Procedures page of the website.