



BMHA TEAM MANAGERS' MANUAL

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PLEASE NOTE:

Some references to websites and forms are linked to this document. Locations to these forms could change as they are updated. All current forms will be located on the BMHA, PCAHA or BC Hockey websites, as applicable, if any links contained in this resource are no longer valid.

INTRODUCTION

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 purpose of this manual is to give you a sense of your responsibilities, help you to organize your season, and to 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.

ROLE OF TEAM MANAGER

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. You play an integral part in organizing the team and helping to ensure that the players have an enjoyable season. Your role is best summarized as “the team communicator and team organizer”.

You will have a Coaches & Managers meeting and separate Managers’ Meeting at the start of the season with BMHA, as well as another one with Pacific Coast Amateur Hockey Association (PCAHA). See the Essential Meeting section of this manual. Many of your questions will be answered at these meetings; therefore, it is important that you attend these meetings.

You will also have a Division Manager to answer your questions and to support you during the season. Providing up-to-date and accurate information to your team’s parents and players is essential in this role. You are also the point of contact for the opposing teams. Please be both professional and respectful.

There are free tools to help you communicate game schedules with your team parents. There are on-line sites such as Team Pages (free to use) as well as Team Snap (nominal cost). Any reasonable costs incurred while managing the team should be charged to the team.

The below duties are not an exhaustive list of your responsibilities – and many can be delegated to other team parents – but the team manager is responsible for coordinating the duties and overseeing that they are completed. Parents can co-manage, but only one parent can be the point of contact for PCAHA.

List of duties in no particular order:

- Hand out jerseys and collect jersey deposit
- Communicate schedule with parents
- Establish team budget with team leaders
- Coordinate volunteers for team duties
- Assist the Coach as needed
- Manage and track paperwork
- Manage team funds
- Help organize fundraising (if needed)
- Organize entry into tournaments
- Ensure game schedule/Reschedule games as needed
- Arrange exhibition games
- Request and payment of referees
- Enter games on HiSports
- Organize wrap up party
- Submit team budget at end of season
- Complete game sheets and mail to PCAHA

WHERE TO START? THE ESSENTIALS

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

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. 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.

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

CONCUSSION AWARENESS TRAINING TOOL (CATT)

BC Hockey announced in Summer 2016 that all BC Hockey team officials are required to be qualified in the Concussion Awareness Training Tool (CATT) prior to their participation in any practice or game. CATT has been deemed the global standard for raising awareness of concussion events, assessing individuals that may be showing symptoms of a concussion, and coordinating their safe recovery with parents, medical professionals, teachers, and team officials.

No team official (i.e. coach, assistant coach, manager, HCSP official) will be allowed to participate in any practice or game until they have completed the free, short (30-40 minutes) on-line Coaches training module on the [CATT website](#).

SPORTSMANSHIP STARTS IN THE STANDS

BC Hockey, in partnership with the Vancouver Canucks, launched an educational program called Sportsmanship Starts In the Stands which encourages positive behaviour by hockey parents in the rink.

Each parent is required to attend a Parent Meeting held by their minor hockey association - here at BMHA, we ask that team officials discuss the importance of Sportsmanship Starts in the Stands at the Team Meeting (please see the Your Team Meeting section on page 5.) Each family is required to complete the Parent Code of Conduct and Fair Play Code Form which can be found on the BMHA website under the [Sportsmanship Starts in the Stands](#) page.

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 [Forms & Documents](#) 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.

POLICIES

BMHA Policies

Please familiarize yourself with our Association's policies. They are published and updated, and can be found on the BMHA website under the [Forms & Documents](#) page.

Dressing Room – Two Deep Method

- Dressing rooms must be **supervised** at all times by team officials or designated parents.
- BMHA Requires the "Two Deep Method" at all time – so that, when any and all players under the age of 19 are in the team dressing room, before, during and after a game or practice, a minimum of two adults (either team officials or designated parents) shall be present in the dressing room or immediately outside the dressing room with the door ajar.
- Players are NEVER to be left unattended at any time.

Dressing Room – Cell Phones

- No cell phones, tablets, recording devices are allowed in a dressing room at any time.
- Suggest to your players to leave their phones at home or give them to their parents before entering the

dressing room.

- If players do bring their cell phone, they should be collected in a bag and given to a coach/ HCSP/ dressing room attendant before entering the dressing and can be returned after end of the ice time and they are fully changed and leaving the dressing room.

Dressing Room - 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 there is always “two-deep”, as mentioned above.
- ✓ Ensure all players know that no cameras (regular or cellphone) allowed in the dressing rooms, as mentioned above.
- ✓ 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.
- ✓ Check after the game/ practice to ensure it is left tidy and no equipment has been left behind.

Parents & Family

- Parents, unless they are team officials, are not permitted on the bench or the ice at any time.
- Siblings should not play in the dressing room, hallway, or anywhere near the bench for their safety.
- Parents should not discipline or critique other players; any on-ice or off-ice behavioural issues must be brought to the coaches’ or manager’s attention and can only be dealt with by team officials, or BMHA Executive.

Players

- Players are not to go on the ice without a Coach.
- Arrive at the rink at least 15 minutes before practice – or earlier as per coaches’ discretion.
- If they cannot make a practice or game, they should let the manager and/ or coach know.
- Players should be fully dressed and ready at least 5 minutes before the start of ice time.

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.

ESSENTIAL MEETINGS

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

BMHA COACHES & TEAM MANAGERS MEETING

Unless otherwise arranged, the BMHA Coaches & 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
- Ice deposit – please see the Ice Allocation section on page 25 for more information
- Referee fees for home games – please see the League Schedule, Games & Gamesheets section on page 17 for more information

Managers' names and addresses will be taken at this meeting, and once we receive the \$250 ice deposit (made payable to **BURNABY MINOR HOCKEY ASSOCIATION**), you will be given a cheque for Referee fees.

BMHA TEAM MANAGERS MEETING

A week or two after the Coaches & Team Managers meeting, BMHA also holds another meeting geared specifically for Team Managers. This meeting provides more of a detailed/ how-to type of discussion, as well as outline any changes to past seasons' operations, to help you manage the team. It also provides a great opportunity for you to get to know your fellow managers, and for those newer to the role to ask questions of our veterans.

PCAHA TEAM MANAGER MEETING

It is also mandatory that you attend the PCAHA's Coaches and Team Managers Meeting if you manage a team from H2 and above. 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 and ask questions. Bring your team list, either an Excel list or Hockey Canada team roster (if available) 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.

The game schedule, usually provided 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. For those in Initiation Major to Novice Minor/Major, PCAHA has now left it to associations to schedule their own games – see the League Schedules, Games & Gamesheets section of this manual.

YOUR TEAM MEETING

Soon after your team has been formed, and ideally before your first game, you must have a team meeting with your parent group. The coach should discuss his/her team philosophies and expectations from both players and parents. Be prepared to present the following at this very important meeting:

- Present the team budget for the season. Work with the coach to include tournaments, extra ice, team development, apparel, team social activities, fundraisers and any other team events.
- Advise the parents what their financial commitment is expected to be and discuss any fundraisers the team would like to do.

- Overview of the team’s practice and home game times, with potential times and locations for away games.
- Ensure all families update their emergency contact and medical information through ePACT. Coaching staff should also complete information for themselves in the event they are injured during any hockey activity.
- Collect all contact information, including cell phone numbers for both parents.
- Bring a list of team volunteering positions that need to be filled and have parents sign up for the positions.
- Discuss the importance of Sportsmanship Starts in the Stands. Please note the number of families who have attended the meeting – it is a requirement of BC Hockey that each minor hockey association report that parents have been informed about the program. After the meeting, please email riskmanager@burnabyminor.com – state “Sportsmanship Starts in the Stands” in the subject line of the email and provide the number of families in attendance at your meeting and the date the meeting was held. This email must be sent to the Risk Manager prior to October 15th.

IMMEDIATE DUTIES

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

TEAM CONTACT LISTS

Create and distribute a list of contact information for your players and team officials. Establish contact protocol as well as ensure what specific information players/ parents/ team officials want included or kept private to only you and the team officials. Do not provide contact info to any individuals or parties outside of BMHA. For example, when forwarding/replying to emails from outside parties, please BCC email addresses of members.

There are several online Team Management tools available to use e.g., Teamsnap, Teamhub, Teamstuff to name a few.

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:

- As BMHA pays fees to PCAHA for each rostered official 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 Initiation/Novice teams.
- The team will be responsible for paying for any additional rostered officials, at \$40 per official.
- To encourage additional parent volunteers, BMHA will reimburse for RIS or HCSP training for up to two (2) non-rostered volunteers.

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.

Goalie Equipment

For teams in the younger divisions, such as below Atom, BMHA also loans out goalie equipment if your goalie does not own it. Teams are required to provide a \$100 cash deposit, which is returned at the end of the season when the gear is returned. Contact [John Petrak](#) to set up an appointment. Also, it is recommended you bring an “average sized” player from your team to help with sizing.

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 is a player 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 BMHA jersey care:

- Jerseys should be washed throughout the season and be hung to dry after washing – do not put them in the dryer
- ‘C’s and ‘A’s are to be gently “hand-stitched stitched” on. DO NOT iron, blue staple or machine sew anything onto the jerseys.
- Name bars are not permitted on BMHA jerseys.
- Only BMHA approved sponsors may be added to the jerseys. Please confirm with [Marketing & Communications](#).

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.

DELEGATION OF DUTIES

Don’t forget to delegate duties amongst other families on the team! 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. There are number of volunteer positions, with some key duties outlined below, for others to assist and help the team:

Treasurer

- Be responsible for managing the team bank account. It is recommended the account require two signatures to sign all cheques. Some banks require a letter to be provided by BMHA as proof of a non-profit organization, please contact treasurer@burnabyminor.com for an authorizing letter.
- Help develop the team budget and keep it updated
- Collect team contributions from parents
- Write cheques & make deposits. Ensure to document all receipts and payments. NOTE – ensure there are receipts for any cash transactions.
- Prepare envelopes for referee payments
- Prepare end of year budget reconciliation
- Close team account and disburse any leftover funds to families at end of season

Fundraiser/ 50/50 Organizer

- If the team agrees to fundraise, an organizer can develop a fundraising plan and identify various fundraising activities. See the Fundraising section of this manual.
- Apply for appropriate gaming licenses
- Coordinate with treasurer, manager and families for fundraisers

Scorekeepers/ Timekeepers

- It is recommended each family on the team (with the exception of Head & Assistant Coaches on the bench, HCSP and the manager – as you have other responsibilities to fulfill during games) be rotated through as scorekeepers and timekeepers.
- You may want to assign one person the responsibility of coordinating the schedule with the families on the team to ensure that the roles are filled for every game.

Dressing Room Attendant Duties

- For those situations where there may be a need to ensure a “TWO-DEEP METHOD” is being maintained, you may want to assign parents, on a rotating or as required basis.
- As it may be uncomfortable for the older players to have parents, particularly moms, attendants can stand outside the dressing room with the door ajar.

Team Event Organizer

- Help coordinate and organize activities, from team dinners after games to out-of-town travel arrangements to the year-end party. For younger teams, there are mini-games between periods at SFU Hockey or Canucks games.

Tournament Representatives

- BMHA-hosted home tournaments such as the Springblast or Wildcats Remembrance Day are held throughout various times of the year.
- Parents of participating teams should expect to be involved in their respective host committees.
- Each tournament will require committee reps, as well as help with volunteer duties throughout the tournament itself.

GENERAL DUTIES

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 e.g., tablet, smartphone
- Gamesheets (extra at away games too)
- Injury Report Forms*
- PCAHA Handbook
- Schedules (practices, games, and parent volunteers)
- Notices
- Arena Information, Maps, etc.
- Current financial information

* Have on hand at all times

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. Again, several of the online Team Management tools (e.g., Teamsnap, Teamhub, Teamstuff) include scheduling capabilities.

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 – see the Your Team Meeting section on page 5. It is wise to have this information documented and distributed.

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.

PLAYER EQUIPMENT CHECK LIST

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:

- | | |
|--------------------------------|---|
| ✓ Athletic Support (Jock/Jill) | ✓ Pants (knee length) |
| ✓ Socks (Practice) | ✓ Helmet (full cage or visor) |
| ✓ Elbow Pads | ✓ Stick (length should reach chin level with skates on) |
| ✓ Gloves | |

- ✓ Skates
- ✓ 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)

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.

Standard Expenses

With each team, there will be standard expenses required to run the team.

- Standard expenses include tournament fees (see below for Tournament Participation), team parties, trophies, envelopes & postage for gamesheets, coaches' year-end gifts, etc.
- These standards should be outlined to the parents and discussed at the team meeting.

Extraordinary Expenses

These are the types of expenses that are "over & above" the standard expenses mentioned above. These extraordinary expenses tend to be more common for Rep teams but do also apply to C teams.

- Costs can include: out of province tournaments, team functions requiring overnight participation, practice jerseys, any "team" apparel/ equipment, etc.

To ensure these extraordinary types of expenses are reasonable and affordable for families on the team, please use the following process:

1. Manager presents the proposed extraordinary expense request to parents, coach may speak as well.
2. A question period is held.
3. Manager conducts a 'secret ballot' vote - Any non-parent coaches must leave the room while the vote is being taken and when the votes are being tabulated.
4. In addition to the manager, another impartial person such as someone not on the team or the Division Manager, will jointly count the votes
5. Because of the nature of these expenses, there must be a minimum 75% approval for the request to be approved.

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.

ADDITIONAL FINANCES FOR REP TEAMS

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, and socks. A second cost is Team Fees which varies depending on team

activities and may include tournaments, additional training such as dry-land, 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. 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 (except for airfare – see below). Additional coaches can be compensated at the discretion of the team. 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.

Mileage - 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. 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.

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.

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. The team will book a standard room only. Coaches are expected to share their room with assistant coaches when possible. If two non-parent coaches request their own room (e.g., 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; the 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.

TOURNAMENT PARTICIPATION

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

As a general guideline, most C/ House teams will participate in up to two tournaments a year, held “locally” within the Lower Mainland. Most Rep teams will participate in up to three tournaments a year, primarily locally and perhaps one outside of the Lower Mainland.

Participation in these tournaments can be decided by the coach; however, discussion should be had Team Meeting held at the beginning of the season to see if there is going to sufficient player participation. Participation in BMHA-Hosted tournaments for the team’s respective Division is mandatory (see BMHA-Hosted Tournament section for more information).

Any additional tournaments over and above the general guidelines, such as a third or “non-local” tournament for a C/ House team or an “out of province” tournament requiring air travel for a Rep team should be considered an “Extraordinary Expense” and a “secret ballot vote” should be held (see Extraordinary Expense section of this manual).

It is recommended that you register for your tournaments early as they fill up quickly. All BC tournaments can be found on the BC Hockey website on their [Tournament page](#).

BMHA TEAM APPAREL & TEAM EQUIPMENT

To ensure our members were being provided products with the best value, BMHA works with authorized suppliers for BMHA-Branded Apparel and Equipment. One of the considerations in establishing authorized suppliers is to help control costs for our members – consistency in our look will allow players to wear items more than one season or allow families to pass down clothing to younger siblings.

BMHA has approved Cyclone Taylor Sports, Time Out Source for Sports and Real Hip Clothing as authorized suppliers who are able to provide apparel, teamwear and accessories using the BMHA logos – the BMHA Shield, the Bulldogs and the Wildcats logo. Each supplier has been identified for the provision of the following items:

Item	Cyclone Taylor	Time Out	Real Hip Clothing
Bauer Track Suit/ Jacket/ Pant	x	x	n/a
Kobe Track Suit/ Jacket/ Pant	n/a	n/a	x
Stormtech jackets (soft shell, parka, etc)	n/a	n/a	x
All Dryfits	x	x	x
All T-shirts/ shirts	x	x	X
All hoodies	x	x	x
All baseball caps/ toques, etc.	x	x	X
All sweatpants/ pants	x	x	x
Practice Jerseys	x	x	X
Pant Shells	x	x	x
Garment Bags	x	x	X
Hockey Bags	x	x	x

Team Apparel

The dress code for all Rep teams can include any of the following combinations:

- Dress pants, dress shirt, dress shoes and tie
- Dress pants, BMHA jacket
- Dress pants, BMHA golf shirt, dress shoes
- BMHA track suit and running shoes

The requirement for team apparel is considered an “extraordinary expense” and should be voted on.

Players/ Team Equipment

For players’ equipment items such as gloves, helmets, pants and the like, BLACK is the Association-approved colour. At NO point should any team require a player to purchase equipment that is any other colour. Should a team want to be consistent in the colour of equipment, it is considered an “extraordinary expense” and if voted & approved by the families, the equipment must be black.

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 (Initiation, Novice, 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.

FUNDRAISING

During the initial team meeting, agreement should be reached by the families whether or not fundraising at the team level will take place. If the team agrees to fundraise, then as part of the budget process, you should develop fundraising plan and the type of fundraisers should be agreed upon by the majority.

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.

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

SPONSORSHIP

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](#).

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 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.

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 scheduled time. The team must be organized and lined up in the same order as on their master team order sheet.

It is up to the team which colour jersey they would like to wear. If the team is to be photographed in full gear, remind players they should also have their gloves and stick (they do not need helmet and neck guard). Older teams sometimes choose to wear the jerseys over dress attire such as black pants and shirt.

You will be contacted at a later date to pick up the photos for your team and to distribute them.

MEETING 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.

LEAGUE SCHEDULES, GAMES & GAMESHEETS

GENERAL

The hockey season can be categorized into four phases:

- Phase 1 Pre-Season: tends to run to early October; teams are formed and balancing/ exhibition games played
- Phase 2 Placement: early October to November; teams play games to confirm a team ranking and C teams are looking to be deemed balanced by PCAHA
- Phase 3 League Play: early November to end of January
- Phase 4 Playoffs: February to March

BMHA “C” hockey teams in Initiation, Novice, Atom, Peewee, Bantam and Midget Divisions are part of the Presidents League. It also includes the ‘C’ teams from Arbutus Club, Burnaby Winter Club, Vancouver, Vancouver T-Birds, New Westminster, Richmond Minor Hockey Associations. Your team will receive a “C” league game schedule from PCAHA. For Atom and above, balancing game schedules start mid-September with league play starting a few weeks after. For those in Initiation Major to Novice Minor/Major, PCAHA has now left it to associations to schedule their own games. Contact information for other associations will be provided by PCAHA, and games can be organized by the team manager/coach.

“A”/ Rep level teams normally receive their schedule near the end of September and games could begin as early as October 1.

BMHA “Female” hockey teams also normally receive their schedule near the end of September and games could begin as early as October 1st. All dates are tentative and subject to change by PCAHA.

GAME CHECK-LIST

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

Pre Game

- ✓ Secure affiliates if necessary.
- ✓ Ensure you have volunteers for game clocks and the gamesheet
- ✓ Ensure gamesheet is filled out (whether paper or electronic)

At the Game

- ✓ Check the referee dressing room 15 minutes before your game. If no refs are there, contact the Referee in Chief or PCAHA Ref Allocator immediately.
- ✓ 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, remove 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
- ✓ Submit paper gamesheet to League Manager (Initiation & Novice teams)

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

GAME JERSEYS

BMHA's official association jersey is the "Maroon"/ dark jersey. A list of each association's approved colours can be found in the PCAHA Rules & Regulations handbook. As per PCAHA in Section B.2.c, it is the responsibility of the home team to switch jerseys. Your team should always bring BOTH jerseys to a game. The two teams may be okay with the colours that they are wearing, but the referees may ask you to change if they are too close in tone. However, some associations only have one jersey, so BMHA with two versions has the ability to switch and should accommodate them.

Only BMHA-issued game jerseys may be used in games. Any other unofficial jerseys can only be used in practices.

GAMESHEETS (GAME REPORTS)

It is the responsibility of the home team to provide a gamesheet, also known as a "game report." You are responsible for ensuring the information is accurate.

Ensure your parent scorekeeper/timekeeper knows how to properly complete the gamesheets and operate the various score clocks. You may wish to have your timekeeper practice operating the clocks during practices, or during the ice clean before the game, so that they are comfortable using them during games. Instructions on how to operate the score clock are posted in the timekeeper's box at all the home arenas. The scorekeeper and timekeeper volunteers are "off-ice" officials and should remain neutral throughout the game.

Paper Gamesheets (Initiation & Novice Divisions)

Initiation and Novice teams use paper gamesheets. For all gamesheets, you must fill out the game information completely: location, date, game number, game start and end times, etc. Include your team designation number, not just your team name. The League Manager may not know who the "Bulldogs" are. You must put BMHA H3C2 Bulldogs, BMHA Atom C4 Bulldogs, etc. The manager should fill out your team's information and then provide the gamesheet to the visiting team to fill in their roster and team information.

Encourage your scorekeeper to turn the gamesheet over and read the instructions on the back if he/she is unsure of how to write up any penalty. Below is an example on how to fill out the sheet.

PACIFIC COAST AMATEUR HOCKEY ASSOCIATION OFFICIAL GAME REPORT

DATE: 01/09/16
 HOME: BMHA H3C2
 VISITORS: Van C4
 DIVISION: ATOM
 CATEGORY: A
 GAME NO: 16
 PLAYED AT: Name of rink
 TIME GAME STARTED: 9:30am ENDED: 10:30am
 PERIOD TIMES: 10 1P 15 2P 15 3P OT
 SCOREKEEPER: Name
 TIMEKEEPER: Name
 GOALTENDERS RECORD: ACTUAL SHOTS STOPPED

SCORING: No scores for H2 + H3
 VISITORS: Timcon Score Clock
 Scores for H4 + Above

REFeree: Official's name No. # Signed: sign here
 LINESMAN: Official's name No. # Signed: sign here

PRINT CLEARLY - USE BALL POINT PEN

See Back for Details

See Back for Details

LEAGUE MANAGER

You can create labels with player's names and numbers and stick them on each page of the gamesheet. A template can be found on the BMHA website under the Forms & Documents page. 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). Be especially vigilant if you have suspended or affiliate players (See the PCAHA Handbook for details on these issues).

Referees expect the gamesheet to be available to them from the scorekeeper's bench at least 15 minutes prior to game start.

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.

HiSports Electronic Gamesheets (Atom to Juvenile Divisions)

Teams Atom and older now use electronic gamesheets through <https://hisports.app/> and require the use of an electronic device. If the team does not have an electronic device available for use, BMHA recommends teams purchase a low cost tablet (such as an Amazon Fire which can be found for under \$100) through team funds; and then at the end of the season, the tablet can be raffled off to a player on the team.

A number of resources have been provided by BC Hockey, PCAHA and HiSports on how to use the system. They have been listed on the [Managers page](#) of the BMHA website.

AFFILIATE & CASUAL 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.

PENALTIES AND GAME MISCONDUCTS

It is the responsibility of the head coach and team manager to ensure suspended players do not play in games. A player is considered to have played in a game if his/her name appears on a game sheet, so ensure that any suspended player has his/her name crossed off the gamesheet.

For both home and away games, if a serious penalty is incurred, verify the gamesheet immediately after the game to ensure the recording of the penalty was correct, with the period, time and length of the penalty, infraction and that the correct player was noted. Any errors must be reported to the referee before the gamesheets are separated so that the information can be corrected by the referee.

You must be aware of current suspension guidelines and keep track of all serious penalties, including those players on your team that incur penalties while playing as affiliates for another team. Failure to follow the proper suspensions for any player or team official could result in the player and entire team official staff to be suspended.

Suspensions

- Contact your League Manager if you think a player on your team may have been suspended. If you are unsure, sit the player until you hear from the League Manager.
- Suspended players must have their names crossed off the gamesheet for the game(s) they are serving their suspension(s).
- A suspended player is not allowed near or on the bench at any game until the suspension is served.
- A suspended player must not be in the dressing room before and after a game(s).
- The suspended player is allowed to practice with the team (*there may be exceptions to suspensions longer than 30 days).
- A suspended player is not permitted to participate in any sanctioned game, including playing as an affiliate player for another team, or officiating a game as a referee or linesman.
- Players receiving a suspension while playing as an affiliate player for a higher category or division must serve their suspension on their regular team.

CONFIRMING YOUR HOME OR AWAY GAMES

It can be helpful if you notify the opposing team that you are confirming your scheduled game (at least 3 days before the game) e.g.: game # PW 2315 Saturday Nov 2, 3:00 pm at Burnaby Lake Arena and let them know your jersey color. Ask that the coach / manager email you back to confirm the game.

If you are the away team and you have not heard from the opposing team, email and confirm that the game is on and ask the same questions as above. You will be given contact information from the League Manager for all teams you are scheduled to play at the Coaches / Manager meeting.

CANCELLING YOUR HOME OR AWAY GAME

The general courtesy to provide at least 48 hours' notice if you need to cancel a game.

When cancelling games only:

- Notify League Manager
- Notify opposing team
- For those divisions PeeWee & younger, notify ref allocator that referee / linesmen are not needed. You need to give the ref allocator at least 48 hours notice by email and a phone call. If you do not notify the ref allocator with enough time to cancel the officials your team will be responsible for paying the officials out of team funds not money from BMHA
- If it is a home game and you are not using the ice, please notify the Ice Allocator as that ice may be used to resolve other conflict games.

RESCHEDULING A HOME GAME

There will be times when you will need to reschedule a game due to "conflict", whether it the teams are double-booked by PCAHA, a tournament or lost ice time.

- Notify opposing team if a conflict on the league schedule
- If your team has ice allocated (unused game slot or practice ice) that is available, check with opposing team when you have a date and time. If nothing works for the opposing team, please see the "Game Conflict" section of this manual.

- You may have to ask for several dates as the opposing team may have conflicts to reschedule as well. Make sure both teams agree on the date and time.
- Just because a game is marked as a conflict on your schedule it does not always mean it is a conflict.
- If there are more than 3 hours between games, you can usually play 2 games on the same day. (Just like in a tournament). Check with your league manager for approval.
- Once You Have Agreed Upon a Date and Time for Your Conflict Game:
 - If the time is outside your team's allocated ice times, let ice allocator know both teams have agreed on the date & time given
 - Send a rescheduled game form to league manager and opposing team.
 - Ensure refs are booked for the new date & time.

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 a game.

Tournaments

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

Most tournaments will ask you to provide your team roster, your tournament permission # (see below), a digital copy of your team photo.

To obtain a tournament permission number, contact your League Manager and provide them with the tournament name, dates and location. For out of province/ country tournaments, you may need a letter from the BMHA President. Check with your League Manager.

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

Remember to return game and practice ice if you have allotted ice when away at a tournament.

BMHA-Hosted Tournaments

BMHA also puts on a number of tournaments during the year. Check the BMHA website under Tournaments to find your Division tournament dates. BMHA tournaments include:

- Female Hockey Remembrance Day Tournament
- Spring Blast Tournament Atom "C"
- Pat Quinn Classic Bantam AAA and Peewee AAA

Participation of all teams within those BMHA-hosted tournament divisions is mandatory. As hosts of these events, the players and parents are expected to be involved in all aspects of the tournament as volunteers.

REFEREES

REFEREE 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. Forward the Referee Payment form to the BMHA Treasurer, treasurer@burnabyminor.com to either return unused referee fees or to be reimbursed for referee fees paid by March 31.

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

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

REFEREE/ LINESMEN PAYMENT SCHEDULE

Referees are paid based on Pacific Coast Amateur Hockey Association and can be found in the PCAHA website and handbook.

Prior to the start of the game, payment should be left at the scorekeeper's box using exact amounts for each official. Referees cannot make change. It is helpful to have each referee's payment in a separate envelope, and labelled whether it is for a referee or linesman.

If you are using a three-official system, and one does not show, you are to pay the two officials the "referee rate". If it is a two-official system, and only one shows up, that referee is only to receive one referee payment.

BOOKING REFEREES

How to book officials: H3/ Novice to Peewee

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](#) the online referee assigning system.

Horizon Web Ref

1. You will need to register yourself at <https://www.horizonwebref.com/index.hwr?pageID=newUser>
2. Complete and submit the form
 - Our "Association #" is "**205159**"
 - For "User Type", please select "**COACH**"
3. The BMHA Referee-in-Chief (RIC) will get back to you with an approval for your username. Once you have your login, you can then begin requesting referees.
4. Once you login, click on "Game Schedule".
5. To add a game, simply click on the green "+" icon called "**ADD GAMES**"
6. Complete the following screen with the necessary game information such as arena, game time, etc.
7. Once you hit "**ADD**", your request will be added and visible on your home screen.
8. The system will send you an email a few days prior to the game day to inform of status i.e. "**assigned**", and provide you with the names of the referees assigned.

How to book officials: Bantam and Above

Officials for Bantam and above (including all Midget, all Juvenile, Female Midget and Female Bantam) are booked through the Referee Assigning Centre. The Team Manager or Coach will contact their Managing Director or League Manager to obtain a game number. The Managing Director or League Manager will forward a Game Request Form to the Referee Assigning Centre to Book Referees for that game.

BMHA falls under Referee Assignor Zone 4 – their contact information can be found on the PCAHA website [here](#).

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.

ICE ALLOCATION & GAME CONFLICTS

Ice availability in Burnaby is extremely limited and as a result is in great demand. BMHA competes with other user-groups, including figure skating, speed skating, Parks & Rec programs, adult hockey, etc., in requesting ice from the City of Burnaby and Canlan 8-Rinks.

The ice allocated to all teams is the property of BMHA and the team has the privilege of using the ice assigned/ allocated to them. We want all ice assigned/ allocated to be used. **We DO NOT want ice sitting empty at any time.**

Ice time is precious AND expensive, so it is important to keep that in mind and be respectful, and work with the processes outlined below. If teams do not manage their ice times properly resulting in empty ice, it does negatively impact BMHA's ability to negotiate with the City of Burnaby for ice for the next season.

ICE DEPOSIT

As mentioned in the BMHA Coaches & Managers meeting section of this manual, the team manager or coach for each team needs to bring a post-dated cheque made payable to “**Burnaby Minor Hockey Association**” in the amount of \$250 and posted dated to March 1 of the next year for the ice deposit. If during the season, ice assigned to your team is not managed properly resulting in empty ice, the ice deposit will be cashed. This is to ensure the teams exercise responsible judgment in the use of its ice time.

NO ICE SCHEDULE

Throughout the season, there will be specific times when the City/Canlan 8-Rinks does not have ice available for BMHA. The affected dates, times and arenas are identified in the No Ice Schedule which can be found on the [Ice Info](#) page of the BMHA website. It is important that you check to see if your team is impacted, and notify your families accordingly.

RETURNING UNUSED ICE

If you have to cancel any home ice, practice or game, please inform the Ice Allocator at ice@burnabyminor.com immediately so that the ice can be re-assigned - **A minimum of 3 weeks notice of the date of returned ice is required.** Do not hold onto ice you know you cannot use – this returned ice will be used to resolve conflict games.

For example, if you see you have ice time scheduled for Halloween night or early morning on a Stat Holiday and you know you will not be using it, turn it into the Ice Allocator **ASAP** so that the particular ice time can be cancelled with the City or Canlan 8-Rinks.

If there is less than 3 weeks notice the ice cannot be cancelled with the City or Canlan 8-Rinks, if the Ice Allocator cannot find another team to use it, your team may have to use it.

TRADING ICE

When you trade ice with another team, please send the Ice Allocator an email with the following information so it can be noted on the schedule:

- Team 1 - Day, rink time traded with
- Team 2 – for day, rink, time

GAME CONFLICTS

Once you receive your schedule, you should check it immediately for conflict games – they will be identified on the schedule. As mentioned in the Rescheduling Games section of this manual, you should check to see if you are able to reschedule using any of your team’s unused practice or game assigned ice times.

If you are unable to resolve the conflict using your team’s ice times, contact the Ice Allocator to get a few other game times to offer the opposing team. Once confirmed with the opposing team, then notify the Ice Allocator which game time was used to resolve the game conflict. Remember to return any game or practice ice when you have a scheduled away game.

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](#) (HCSP) 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.

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 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 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 around the late 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, i.e. asthma, to your bench staff.

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 Programs](#). There are many useful papers on safety, information on the Hockey Canada Insurance Program and forms that will be useful to you as Team Manager.

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 the Executive Administrator at admin@burnabyminor.com.

ESCALATING COMPLAINTS

Each year the Executive receives complaints about issues that arose during the previous season, and it tends to be 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 and for Rep Teams, please inform the Vice-President overseeing Rep as there is no division manager. If the problem continues or if the parties are not satisfied with the resolution, contact the appropriate person on Executive responsible for your division:

- Vicepresident1@burnabyminor.com - Rep
- Vicepresident2@burnabyminor.com - Junior Bulldogs, Initiation, Novice
- Vicepresident3@burnabyminor.com – Atom and Peewee C
- Director1@burnabyminor.com – Bantam, Midget and Juvenile C
- femalehockey@burnabyminor.com - Wildcats

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. Or, you may want to collect your team's full set of jerseys at the final game of the season to alleviate any collection issues.

All jerseys should 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.

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. Otherwise, they may be blocked from registering for the next season if the jerseys are not paid for.

PCAHA BANNERS

If your team wins a PCAHA banner at the end of the season, please take the banner to Victory Trophies at 5901 Broadway, Burnaby, Phone 604- 298-9534 to arrange to have your players' names placed onto the banner. BMHA does reimburse teams for the name placement on the PCAHA banner. To be reimbursed, please provide a copy of your receipt to treasurer@burnabyminor.com and your contact info. If your team would like to order replica mini-banners, these must be covered by team funds.

Once the names have been added, please contact the Executive Administrator at admin@burnabyminor.com by March 31. All banners are to be handed in by May 1 – they will be then be hung at Kensington Arena. If you miss the deadline, the banner will not be hung and have to wait till the following year.

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 (i.e 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 have been a key part of your team's success!

BMHA thanks you for your time and commitment, and hope that we see you again as a manager next season!

IMPORTANT WEBSITES

- BMHA Hockey Association - www.burnabyminor.com
- Pacific Coast Amateur Hockey Association - www.pcaha.ca
- Hockey Canada - www.hockeycanada.ca
- BC Hockey - www.bchockey.net
- Vancouver Canucks - www.canucks.com
- SFU Hockey - www.sfuhockey.com
- Vancouver Giants - www.vancouvergiants.com
- BC Gaming and Enforcement Branch - <https://www2.gov.bc.ca/gov/content/sports-culture/gambling-fundraising/gambling-licence-fundraising>