



**WEST CARLETON
MINOR HOCKEY
ASSOCIATION**

WWW.WCMHA.CA

**TEAM
MANAGER
HANDBOOK**



Dear Team Manager,

On behalf of the West Carleton Minor Hockey Association (WCMHA) we would like to thank you for volunteering for this important role and committing your time to make this season a great success for your team.

We believe that often the difference between a good and great season for our players is determined by the effectiveness of the Team Manager. You are the off-ice communications link between the Coaching staff, the parents as well as the WCMHA Board of Directors.

Your willingness to assist in organizing events such as fundraising and tournaments allows our Coaches to dedicate their time to developing hockey skills for the players. We hope you will find the Team Manager Handbook a helpful resource, please send any feedback or comments and suggestions to your Level Coordinator.

Thank you for contributing to the success of our Association and for creating a great experience for our players.

Sincerely,

WCMHA Board of Directors
West Carleton Minor Hockey Association



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Goals and Objectives

This handbook has been developed to be your resource outlining the principal duties of the role. The Team Manager is the off-ice communication link between Parents, Players, Coaches, Level Coordinators and the WCMHA Executive Committee.

The main objective of the Team Manager is to manage the administrative aspects of running the Team. This provides the Coaching Staff with more time to focus on Coaching and developing hockey skills for your sons and daughters on the ice.

The communications objectives are:

Accuracy and clarity – Deliver clear and concise information.

Timelines – Provide time critical information such as practice and game schedules and establish protocols for 'late breaking' information such as cancellations.

Consistency – Provide consistent messages and communications.

The Team Manager also plays a critical role in many aspects of the team and the program. This includes fundraising, team publicity, tournaments, and ensuring all mandatory forms for the WCMHA and LCMHL are complete and submitted on time.

Although these responsibilities may seem extensive, this is a list of all the potential activities that occur during the year. Levels of participation may vary from team to team, and it is important that you work closely with your Head Coach to identify tasks and responsibilities clearly and communicate them effectively.

Furthermore, as you and the Coaches have volunteered, you are highly encouraged to reach out to the rest of the team's parents to ask for assistance in areas such as fundraising coordinator, team treasurer and events planner.

You may even want to consider having a co-Team Manager to share the work with. Just make sure you establish a lead contact for the Head Coach.

Don't be afraid to ask! You will be pleasantly surprised how many people will want to help out.



Team Manager Role Outline

The Team Manager's Handbook will help outline helpful details and responsibilities of this important role. Please review this information carefully and discuss any questions you may have with the Coaching staff, Level Coordinator for your level and/or the WCMHA Executive Committee.

Assist the Coaching Staff

- Be a single focus point for communications between the Coaches and Parents for the team.
- Provide timely and accurate information of all on and off ice activities to the parents of the team.

Provide Mandatory Forms and Information to Association when requested.

Communications

- Compile e-mail addresses/telephone numbers and a process that ensures all critical and non-critical information reaches the parents in a timely manner.
- Establish a call process for late breaking critical information such as game and practice postponements.
- Establish and maintain contact with the WCMHA Executive for information.
- Promote and actively remind parents of upcoming WCMHA events.
- Notify teams of practices/games, and special events.
- With the Coaching staff, identify and discuss tournaments for your team. Make sure you enter your team early! Advise the Level Coordinator and Ice Scheduler of your intention to play within the tournament. If funds are needed to cover the expense until funds are raised by the team, contact the Treasurer to secure a loan from the Association.
- Arrange logistics and any off-ice activities or events including hotels, directions, team dinners, and any "ground" rules for curfews etc.
- Initiate conversations and learn more about the players and families in a friendly and engaging way to help support season planning. Examples are:
 - May we post photos of your player on social media with no name attached?
 - Do you know of any businesses that would like to sponsor our team?
 - Are you interested in hosting any team events at your home?
 - How many tournaments would you like to have your player involved in?
 - How many Away Tournaments would you like your player involved in?



Fundraising

- Promote and participate in the team fundraising events

Publicity

- Submit information in a timely manner to [WCMHA marketing@wcmha.ca](mailto:WCMHA_marketing@wcmha.ca) to be posted on Social Media.



Assisting the Coaching staff

The Team Manager role exists to allow the Coaches to maximize their time and efforts to the on-ice activities. There is extensive planning involved in practices and games and your assistance allows these volunteers to dedicate more time to this crucial aspect of the program. The more time the Coaches have free of administrative duties, the more time they have for planning and developing hockey skills in the players! Combined with creating a positive and enjoyable experience, these are the ultimate goals of the LCMHL & WCMHA program.

As in any team environment the most important element is team unity both on and off the ice. Often this spirit is derived from sound two-way communication with the Players, Parents, and Coaching Staff. Ensure these lines of communication are open and that you have established yourself as the focal point for communications between the Parents and Coaches. This will centralize questions and their answers for the entire team. As we all know there is no such thing as a bad question, and if someone is asking, we can bet that others would like the same information.



Risk & Safety management

Please contact the Risk & Safety Manager with questions & concerns regarding the Code of Conduct and any risk & safety issues that occur throughout the season.

The use of any form of Camera, Video Camera, Camera Phone or other portable digital device for the use of taking photograph's, video recordings, or audio recording's is prohibited in any recreational facility change rooms, during any HEO sanctioned event. For more information, please visit: <https://www.hockeyeasternontario.ca>.

Protocol for Issue Resolution/Incident Management

In your role, you may encounter a problem or issue either on or off the ice. It is important that you understand it is not your role to mediate in these matters. However, it is your role to encourage resolution within the established guidelines of WCMHA.

If you find yourself wanting to bring an issue forward, the first step is to abide by the 24-hour rule. Take a step back and don't do anything until you have exercised the 24-hour rule and any emotions have subsided.

The following protocols is to be followed, in the specific order:

1. The Head Coach/ Manager: It is preferred that team matters are resolved within the team if possible.
2. The Level Coordinator: If the issue cannot be resolved or the parties are uncomfortable, then you should contact your respective level coordinator.
3. Director Rec Hockey for House, Director Competitive for Crusaders or Hockey Operations.
4. The President

Your role is to follow and communicate according to the protocol mentioned above. The level of escalation will depend on the nature of the issue and can be automatically escalated to the President. More information on how to manage an incident can be found here: <https://www.wcmha.ca/incident-management>.



Communications

WC Website www.wcmha.ca

All the features of the website are too numerous to mention here, however, sections of interest for your role include News, Team Management, and Master Schedule. Plan on visiting our website often!

Team Communications

Timely and accurate communication to the team is incredibly important. Remember if communicating by email, do not share email addresses unless the families are comfortable in you doing so. It is recommended to blind copy emails when sending emails.

Helpful Hint: TeamSnap (TeamSnap.com) is a great tool for managers to use as a method of communication and scheduling of games/practices/events.

Team Publicity

We encourage posts to social media highlighting team achievements throughout the season. Think photos from tournaments, fundraising, stats, and memorable moments with regards to your team's season. We also like to support our Sponsors through our social media. Requests for posts to WCMHA social channels should be sent to marketing@wcmha.ca.

We encourage you to follow our social pages here:

www.facebook.com/westcarletonminorhockey

www.instagram.com/westcarletonminorhockey

https://www.youtube.com/channel/UCxXTrW_A2e0vNkyl2cWwWaA

Mailboxes

While most communication come via email from the Association, there may be times where information may be required to be sent to you via mail. There are mailboxes for every Team in the first aid room at the W. Erskine Johnston Arena. We invite you to check your team's mailbox from time to time.



Team Administration

When the team is first formed multiple pieces of information must be collected. Much of the activity related to A major activity in the fall is the completion of forms and providing information to the Association with regards to your team's logistics.

Procedure:

1. When a Head Coach has been named for a team they have selected the remaining bench staff, the Coach and/or manager will submit the names to the Director at Large (director-al@wcmha.ca).
2. The Director at Large will confirm the credentials of each person. The head Coach/manager will be informed of any individuals on the bench staff that require certification or re-certification.

Roster/Signed Team Lists

- The Coach and Manager will be provided with a list of team players and bench staff from the Director at Large.
- You will be required to provide jersey's numbers for each player and to confirm the information received is correct.
- This information needs to be completed and returned to the Director at Large as soon as team/staff is confirmed. Please ensure all bench staff identified has been included on this list.
- The Director at Large will finalize your roster and submit for final approval by District 4. An official team roster will be provided to you once approved. You can also request from the Registrar (registrar@wcmha.ca).
- It is important for you keep copies of your approved roster handy, as you will need to provide an approved copy for most tournaments for insurance purposes.

Medical

Player Medical Forms

- Medical forms must be completed for each player on a team. It is important that the Coaching staff be aware of any medical needs and/or past issues.
- The medical information sheet can be found on the WC website: <https://www.wcmha.ca/forms-docs>
- Copies of the medical form should be retained by the trainer and Team Manager for the entire season.

Injury Reports

- Every trainer must have a copy of an injury report in their kit (please be sure they do!)
- In the event of an injury, injury reports must be completed within 24hrs by the team trainer. Injury reports must be filled out if a player required the trainer's assistance due to a hockey-related event, including:
 - A player is taken by ambulance to a hospital.
 - If a physician's diagnosis indicates that the injury prevents the player from returning to active play



- If there is any chance of potential expenses directly related to the injury or if there is a possibility of a claim or lawsuit against the C.H.A insurance program stemming from the injury.
- It is the team management's responsibility to file claims and reports. A copy must also be forwarded to WCMHA Risk & Safety (risk@wcmha.ca). Injury report forms are available for download via the HEO Website here: <https://www.hockeyeasternontario.ca/bench-staff/trainers/reporting-injuries>.

Game Sheets

- The game sheet recording (and game pucks) are the responsibility of the Home team. Each team will determine whether the responsibility for the game sheet lies with the Coach or the manager. You must save these originals since they are the only official records of the game.
- Game sheets must be logged into the appropriate online reporting tool:
 - For Crusaders it is PointStreak (<https://pointstreak.com/>)
 - For Warriors it is Goalline (<http://lanark.goalline.ca/>)
- Crusaders games sheets must be submitted to the level convenor after each game.
- Game sheets will be provided with your jerseys, but extra game sheets can be found in the first aid room at the Carp Arena and with the rink staff at the Kinburn arena.
- You can access a document on the WC Website within the Managers Corner that provides instructions on correctly completing a game sheet. Visit <https://www.wcmha.ca/managers-corner> for more information.
- Creating team labels will save time from manually filling in the game sheet each time. Templates for creating labels is provided at <https://www.wcmha.ca/managers-corner>.
- The timekeeper will provide an official signed copy to the Coach/manager at the end of each game. This is an official document signed by the timekeeper and referee.



Team Events

WC Picture Day

Each season, we have a yearly team/player picture day. Details for picture day will be provided to you at minimum, one week in advance by the picture day coordinator.

- You will be provided with instructions for the day including location.
- Please inform your players whether they should wear their home or away jerseys on photo day.

Team Get-Togethers:

Some teams choose to organize several social events throughout the year. Team Managers can organize these events, or you can have parent volunteers provide assistance.

These may include:

- Team Meet & Greet at the beginning of the season.
- Christmas Parties
- Parents Wine & Cheese
- Team Potlucks
- Team party at the end of season

Year-end Recognition / Get Together Event

At the end of the season each team usually gets together to acknowledge all the hard work and dedication of the Coaches, players, parents, and of course, the Team Manager. This gives everyone an opportunity to celebrate the season.

******Be sure you have budgeted for player year end gifts, if providing, and thank you's to the Coaching Staff**

Possible venues for team meetings or parties:

- Parent can host the team.
- WC Amateur Sports Club (www.wcasc.ca)
- Huntley Mess Hall (www.hca-carp.ca)
- Kinburn Community Centre (www.kinburn.ca)
- Corkery Community Centre (www.corkerycommunity.ca)
- School Gymnasium (www.ocdsb.ca for public board and www.ocdsb.on.ca for Catholic board)

****** If funds are required for these events be sure that you have budgeted and approved team funds to host them with your families.**



Special event permits may be required. Please contact your level coordinator or Director of Level Coordinators (lcmdirector@wcmha.ca) to determine if one is required.

Team Fees and Fundraising

Once your team has outlined your seasonal plan for tournaments and team events you will need to have the funds to do this.

- Based on your team budget establish what your team fees will be and how much fundraising will be required to make up the difference.
- The Team Manager or a parent volunteer is relied upon to coordinate fundraising efforts on behalf of the team.



Sponsorship policies

All team sponsorships shall be the responsibility of the individual teams. Teams may obtain more than one sponsor and work to ensure their sponsors are provided with the proper advertising that is required.

- Each team has the following duties regarding sponsors:
- Obtaining the sponsor(s) for your team if required
- Provide background about the team (level, league etc), when they play and practice and welcome the sponsor to visit any time.
- Deliver a Sponsor Plaque to the Sponsor if required. All sponsors should receive a Thanks and the Sponsor Plaque is a very economical way to do this and can be ordered at WC Photo Day.

Sponsor bars

For sponsor bars, a suggested minimum sponsorship of \$750 is recommended. If sponsor bars are already being provided, a minimum sponsorship of \$500 is required. Each team will be responsible for obtaining sponsor name bars for their sponsors and having them sewn on. Name bars should be uniform across the team.

Managers must ensure that the name bars are placed in the top middle of the player jersey (either Home or Away) and should be uniformly consistent with the name of the team sponsor.

Optional sponsor recognition

- Banner
- Dressing room sign
- Pant shell logo

Logo and Colour usage

The WCMHA logo is the private property of the Association. Logos and the “Warrior and/or Crusaders” name may be used on products, jackets other garments for WCMHA teams.

Local suppliers have the approved logos available, and their products are available for purchase.

The approved colours for all Association purposes are: “black, gold and white” for Warriors and “blue, gold and white” for Crusaders. All authorized use of the Warrior and/or Crusaders name and logos will also reflect this colour policy. Teams may only use jerseys and socks provided by the organization. Rare exceptions may be permitted with prior Board of Director approval.

Several logos are available on our website here: <https://www.wcmha.ca/managers-corner>



Budget and Team Bank Account/Team Treasurer

Each team is required to have a treasurer to manage the finances for the season. The Team Manager or a parent volunteer can hold this position. We recommend having a parent volunteer take on this role as you will already have plenty of other tasks to fulfill.

You will receive a team-specific budget document via Google Sheets at the start of the season. This is the only budget template teams are to use. Please refrain from duplicating the spreadsheet; instead, work within the shared document. The Treasurer and Ice Scheduler both have access to this document making adding extra ice purchases and invoicing easy at the end of the season.

- You will require a letter from the association to open the bank account. Letters can be secured through the ice scheduler at wcice@wcmha.ca. Please include the names of both signers when requesting the letter.
- 2 co-signers will be required to open the account. For example: Treasurer and another parent or Treasurer and Manager.
- The account name should also state “WCMHA” or “Crusaders”. For example, account name = WCMHA U11-2 2023.
- No personal bank accounts should be used.
- It is important that accounts are opened at the beginning of the season and closed at the end of the season with a balance of zero.
- Should any money be leftover, the funds must be returned to the parents or donated to a local charity agreed upon by the parents.
- The budget must be sent out by the Treasurer at the beginning of each season to the parents and at the end of each season.



Tournaments

Once your team has decided how many local and away tournaments to enter, the hunt for suitable tournaments will begin.

*****Always remember league play takes precedence over tournaments. You may be required to move some of your league games in order to attend tournaments. It is the team's responsibility to move any league games for tournaments and failing to do so could result in your team being sanctioned by the league. To make a request to move your game please follow the instructions here:**

For Crusaders <https://pointstreaksites.com/view/ottawableague/latest-news-10/re-schedule-game-request>

For Warriors: http://lanark.goalline.ca/page.php?page_id=45471

A listing of sanctioned tournaments is available on the HEO Website here:

<https://www.hockeyeasternontario.ca/tournaments/tournament-directory/>

Managers must inform the level co-coordinator and the Ice Scheduler of their intention to play in a tournament(s) complete with dates and tournament name.

- If you are registering for tournaments before your team account is established, you can receive a cheque for the tournament fee from WCMHA. This can be done through the Treasurer at treasurer@wcmha.ca.
- Make the most out of the tournament day/weekend by planning team events such as team lunch or dinner.

Away Tournaments

- In your team questionnaire determine the number of hours the parents are willing to drive and if they are willing to visit the USA for a tournament before proposing the tournament.
- For away tournaments plan an activity for players and siblings at parent or team cost depending on budget.

Travel Permits for Away Tournaments

- A travel permit must be obtained if traveling outside of the HEO branch and a Canada-USA travel permit must be obtained if traveling into the United States. Travel Permit forms can be found on HEO's website here: <https://www.hockeyeasternontario.ca/media/o4unqrdw/team-travel-permit.pdf> and https://www.hockeyeasternontario.ca/media/cmzdd0oy/usa_can_travel_permit.pdf
- To obtain permission, the form must be completed in full and emailed to Registrar@wcmha.ca **two weeks** prior to the scheduled tournament. The Registrar will seek approvals from the Association President and District and provide an approved copy back to the team.
- Not sure if you need a Travel Permit? Please contact the Registrar.

*******All tournaments generally require a copy of the signed Team Roster. This is provided to you by the WC Registrar once you have submitted your Team Roster and is has been verified and signed off by District.**



Re-Scheduling Games/Makeup Games – League and Playoff

******ALL GAME CHANGES AND SWITCHES MUST BE APPROVED, IN ADVANCE, BY THE LEAGUE STATISTICIAN**

RESCHEDULING/ SWITCHED GAMES

- **Scheduling Deadline:** Any games that have been canceled and not re-scheduled must be scheduled by the end of December of the current playing season. It is the League's intentions that once the league enters the new year, all games have been scheduled.
- **Invalid Reasons for Re-Scheduling Games:** No team will be allowed to re-schedule any league or playoff game for team activities, player/Coaches absence, game starting time, playing games on successive nights etc. Any requests to have a game re-scheduled; must be sent in writing and receive the approval of the statistician.
- **Inclement Weather Re-scheduling:**
 - Team officials must contact their statistician who has the authority to postpone games due to weather conditions.
 - If the statistician cannot be reached, team officials must contact the League President, Vice-President or the Treasurer or Secretary who also have the authority to postpone games.
 - The opposing team must be notified by the team official requesting cancellation due to inclement weather.
 - The team official will then contact the Referee Scheduler of their Association to advise the officials that the game has been postponed and will be re-scheduled.

NOTE: At no time may a team postpone a game on its own. If this is done the team will be subject to fine or suspension.



Referees and Timekeepers

When conducting an Exhibition game or scheduling a makeup game, the home team or team that missed the league game is responsible for referees and timekeepers. The team may be charged for booking refs for exhibition use.

Recreational Teams:

- All Referees and Timekeepers for exhibition games are booked through the Ice Scheduler at wcice@wcmha.ca
- Please be sure to specify the team level (ie. U11 Crusaders, U13 House B1) since referees are only certified to officiate at specific levels.



Student On-ice Volunteers

Hockey Canada mandates full gear if you are 16 or under. Volunteers are allowed to participate on the ice with a minimum age group that is one level below their own.

Hockey Canada mandates any on-ice helper aged 16 or above have the Respect In Sport certificate.



Team Trainer

The Team Trainer is required to be on the bench during games, including regular season, exhibition games, and tournaments. Additionally, their presence is necessary during practices.

- The trainer is required to retain a copy of each player's medical form.
- The trainer is required to maintain an appropriate first aid kit, provided to them by the team.
- The trainer will develop the team's emergency action plan and be sure all Coaching staff are aware of it.
- Each trainer will have taken the qualifying courses and know their responsibilities to the team.
- If your trainer is not available for a game, you may ask the other team's trainer if you can use them as your trainer or if you have a qualified nurse, doctor, or firefighter in the stands, you may use them. Make the appropriate change on the game sheet. The referee is required to initial to acknowledge that you are sharing another team's trainer.



Mandatory Equipment

Players must wear the following listed equipment, failure to do so is an insurance liability to the WCMHA and the player should not be permitted on the ice or bench:

- a CSA approved helmet
- a CSA approved face protector
- a BNQ certified neck protector

Note: Chin straps must be securely fastened

West Carleton Jerseys

- Each player is provided with a Home & Away Jersey for the season. The Policy on Use and Care of WCMHA Equipment can be found on our website here: <https://www.wcmha.ca/forms-docs>
- Before distributing jerseys, please make a note of any existing damage to ensure that players are not held responsible for damages they did not cause.
- Jerseys should be stored in garment bags, not crumpled into hockey bags, to prevent any potential damage.
- The manager is tasked with the responsibility of distributing jerseys at the start of the season and collecting them for return to the association at the end of the season.

WCMHA Socks

- Warriors' socks are available for purchase at a cost of 20\$ per set (Home.Away). These can be obtained from the WCMHA equipment manager equipment@wcmha.ca.
- Crusader socks are provided as part of the registration fees.
- Players represent WCMHA and no miss matched socks are permitted.



Ice Rental / Allocation

If two WCMHA teams arrive for the same hour of ice, one for a practice, the other for a game, the game will be played. Follow up with your respective level coordinator and the ice scheduler to secure a possible replacement ice time.

Renting Extra ice or Out of Town ice for practice/games

- Any team or division renting ice at any venue must rent it under the name of WCMHA and through the WCMHA ice scheduler.
- The ice must be rented under the name of WCMHA for the Liability Insurance to be in effect- no exceptions to this.

The team renting the ice time will be responsible for:

- Contacting the ice scheduler to request additional ice be purchased for their team. Working with the Ice Scheduler to find a time that is suitable. Please keep in mind that ice is incredibly hard to secure during peak times.
- Payment for such ice time- the team will be invoiced at the end of the season by WCMHA for any extra ice time. The amount will be added to the team's budget by the ice scheduler at the time of booking.
- Supplying transportation for players to and from the venue.
- Any costs to repair any damages to the venue caused by any of the participants at these practices and/or games.
- These practices and/or games must not disrupt any regularly scheduled games for the players and/or team involved.



Affiliations

During the season, the team may require affiliated players. The Head Coach is responsible for this and must ensure strict adherence to the rules and regulations governing this process.

The Coach wishing to use a player as an affiliate MUST ask permission of the Coach of the player's registered team prior to asking the player.

. **The player cannot be assumed an affiliate with the requested team until such time as the player is approved by the Registrar.**

Affiliation process for Warriors:

The Coach/Manager must demonstrate that they have sought permission to affiliate the player from the registered team's Coach and from the player's parents via email. The email must then be forwarded to Registrar@wcmha.ca for final approvals.

Affiliation process for Crusaders:

The Coach must complete the "Affiliation Permission Form found on HEO's website here:
<https://www.hockeyeasternontario.ca/members/forms/>

The form must then be submitted to the Registrar (registrar@wcmha.ca) for final approvals. The cadence of approvals is both the Registrar and District 4.

Relevant for both Warriors and Crusaders:

- Commitments to the team the player is registered to ALWAYS comes first.
- Player affiliation must follow the eligibilities outlined in the D4 affiliation eligibility chart.
- A player can affiliate to more than one higher level team within the club.
- Each time the player is to be used as an affiliate the players' Coach MUST be asked (Coach to Coach).
- Teams may want to have a copy of the affiliated players Official Team Roster as well as their own team list when going to tournaments (available from the Registrar).
- Suspensions must always be served with the registered team, regardless of the team where the player received the suspension. During their suspension, a player cannot play with the affiliated team.
- Teams should affiliate players from more than one team so game conflicts can be avoided.
- Only players that will be used should be affiliated.
- Players do not need to be affiliated to practice with a higher division or category team, provided they are duly rostered at the lower division or category.



If you're unsure about whether a player can be affiliated with the team, please reach out to the Registrar for clarification.

The deadline for adding affiliates to any roster is Feb 15 of any given season.

- The maximum number of games an affiliate may play is 15 games, this excludes tournaments and exhibitions. Only regular season and playoff games count towards this total. Coaches are responsible for keeping track of the number of games:

Suspension Reporting

- All Major Penalties, Misconducts and Suspensions must be reported through the online reporting tool, for regular league, tournament play and exhibition games. The current online reporting tool is TTM.



Additional Resources – Hockey websites

The Internet can be a tremendous resource of information about youth hockey and the sport in general. In general league information on rules, directions to rinks, and just about anything you would want to know about our program is found at our own site www.wcmha.ca.

- <http://www.hockeycanada.ca>
- <https://www.hockeyeasternontario.ca/>
- <http://lanark.goalline.ca/index.php>- for the teams playing within the LCMHL, the rules, regulations and standings are available. Ie. Warriors
- <http://ottawableague.pointstreaksites.com/view/ottawableague/latest-news-10/> - for teams playing within the Ottawa Rep B league, standings are available. Ie. Crusaders

There are many programs offered for minor hockey teams including contests, check the Ottawa 67's and Ottawa Senators websites regularly.