



WELCOME TEAM MANAGERS!

On behalf of the Raiders Hockey Club; **THANK YOU** for volunteering to be a Team Manager.

The role of a Team Manager is an **integral part of a successful coaching team! YOU are the conduit between the team, the coaches the Association and Hockey Calgary League Chairs.**

Aside from the coaching staff, the person most in touch with the families is the Team Manager. The purpose of this role is to ensure **the smooth operation of a team's 'off-ice' administration to allow the coaches to concentrate on the 'on ice' activities.**

NOTE: Ultimately, the responsibility of ensuring all off-ice tasks are completed lies with the Team Manager. Therefore, it is **VERY IMPORTANT** to follow up and stay connected with your parent volunteers to ensure duties are being completed.

This guide has been developed to assist you along with the quick links listed on the Raiders website under the Manager tab (Some links require Adobe reader PDF, Excel XLS or Word DOC). Please do not hesitate to access the resources available to you! If you require assistance, please ask, the Raiders Hockey Club wants this to be a great experience for you!!

The first rule of being a Team Manager is to DELEGATE!! Delegate tasks and responsibilities to your trusted team parents. This simple rule will not only encourage team bonding, it will also make your life as the manager much easier.

Managers will receive a Team Level Volunteer Position Form – this document will list all APPROVED team level volunteer opportunities. More information about this document is detailed in the Volunteer Requirements section of the Manual.

First Parent Meeting

It is very important that each team host an initial meeting with the Coaches and Parents of the team very early in the season. It is helpful to send out a parent survey prior to the team meeting so that the results can be discussed at the meeting itself. Please see the sample survey on the Raiders website for an example. Be sure to discuss the following at the meeting:

- Introduction of Team Coaches
- Coach overview: Philosophy & Objectives
- Games & practice routine expectations
- Expected time to arrive prior to games/practices
- Parent access to the dressing room before and after games
- Dress code (if decided by team/coach)
- Code of conduct for the players, parents, and coaches (ensure paperwork is complete)
- Budget: To operate a successful season, the team will require funds for numerous items such as tournaments, extra ice, exhibition games, referees, team apparel, team social activities, year-end wrap up party, or year-end gifts. Raiders highly encourages teams to use a questionnaire to come up with TEAM feedback to establish a team budget. A Team Budget Questionnaire can be found under the Manager's Tab
- Tournaments - The team needs to decide on the number of tournaments to attend in total, how many of these will be out of town tournaments and whether the team will





host its own tournament. Each Raiders division will host a club legacy tournament throughout the season as well.

- Fundraising - This is a decision to be made at the team level. Possible fundraising ideas can be discussed such as: cash call, corporate sponsorship, silent auction, bottle drive, raffle etc. (please refer to Team Financial Policy)
- Communications – how does the team want information to be communicated
- Volunteers & Volunteer Bond - Review the Raiders Volunteer policy: https://raidershc.ca/?page_id=962
- Q & A

Record Keeping Checklist

Each manager should always have the following items on his/her possession when at the rink:

- Team Contact List (TeamSnap)
- Team Schedule (TeamSnap)
- Player Medical Information (TeamSnap)
- Blank Injury Reports
- Copy of Team's Official Hockey Calgary Roster
- Blank Game Sheets
- Team Roster Labels for Game Sheets
- Copy of Tournament Sanction when Hosting a Tournament
- Copy of Travel Permit for out-of-town Tournaments

Volunteer Requirements

There are two options for families to fulfill the RAIDERS HOCKEY CLUB volunteer commitment.

- Option 1 - Pay \$500 at registration time to opt out of volunteering
- Option 2 - Complete 20 Volunteer Hours (10 Association hours, 10 Team hours)

Volunteer hours may be accumulated through many approved volunteer positions throughout the season. Volunteer hours are valid for the current season only and may not be rolled over into future seasons. All volunteer hours must be completed and confirmed to RAIDERS HOCKEY CLUB by March 30th of the current season.

The Director of Volunteers will review all accumulated volunteer hours at the end of the season with the Team Manager and Head Coaches. A detailed breakdown of the requirements can be found on the Raiders Website: https://raidershc.ca/?page_id=962

A Team Level Volunteer Sign up Form will be distributed to all Managers as soon as teams are formed. Managers are to use this document to assign Team Level Volunteer roles to each family. There should be enough roles to accommodate every family, however if your team has any questions or concerns, please contact the Director of Volunteers at director_volunteers@raidershc.ca to discuss the available options. Please note: each family can only fill **ONE** position per team – there will be **NO** exceptions.

Team Contact List

A team list needs to be updated as early in the season as possible. This list may include player's name and jersey number; home phone number; home address; parents' names and cell numbers; email address; and volunteer positions. Raiders will be using TeamSnap which





can be accessed as an app or online. Raiders will upload your team's player and schedule information for you. It will be the Manager's responsibility to manage contact information and additional scheduling for the team. Encourage parents to update their profile to include cell phone and email for communication and emergency purposes. This program also includes an availability component which many teams, especially coaches, appreciate. The monthly cost for TeamSnap is paid for by Raiders, not the individual team.

It is essential that all personal information is confirmed before being distributed. For ease, some teams prefer to make "cheer cards" instead of just TeamSnap. A template for a Cheer Card (Wallet Card) can be found on the Raiders website under the Manager Tab.

Medical Information

Each player fills out a Medical Form when registering. The completed forms will be kept by the Manager in a sealed envelope and will be available at all times in the event of an emergency. Managers will have access to this form and should familiarize themselves with any important medical information related to each player in case of accident or injury when a parent is not in attendance. In the event of an incident, Hockey Canada Incident Forms are available on the Raiders website, accessed under the Manager Tab. If there is an incident, the form must be completed and submitted as soon as possible to the following: Director of Safety & Conduct, Hockey Calgary/Alberta, the parents, and the Manager should keep a copy for their records. It is recommended that Managers print a few Incident Forms in hard copy in the event of an emergency. Any questions can be directed to the Director of Safety, Conduct & Privacy (director-safetyconductprivacy@raidershcc.ca)

Team Registration

Teams are registered with Hockey Calgary by Raiders. Team Rosters will be emailed to the Head Coach as soon as team and Coach selections are finalized. The roster needs to be verified for accuracy with any changes emailed to the Raiders Administrator (administrator1@raidershcc.ca) as soon as possible.

An Official Hockey Calgary Team Roster will be forwarded to the Head Coach and Manager as soon as it is approved and released as it will also include your teams affiliate list.

A copy of the Hockey Calgary Official Team Roster must be available at all games as the Referee has the right to review it in the case of a player dispute. Ensure you and/or your Coach have a hard copy of this at all your games. This document is especially important to have on hand if your Coach has requested affiliate players for a game.

One parent from each family must take the Hockey Calgary "Respect In Sport" online course. This course must be completed before registering. This course must be completed every four years.

Game and Practice Schedules

The Manager is responsible for adding any *additional* events, practices, exhibition games or tournaments into TeamSnap. All other ice time will be allocated by the Director of Ice and uploaded by the Raiders. Seeding round game schedules will be available on the Hockey Calgary website on October 13, 2023. The regular season schedule will be released November 22, 2023, for the regular season and the Esso Minor Hockey schedule will be released December 8, 2023.





Game Procedures

You will be provided with the contact information for your League Chairperson prior to the start of the seeding round. Your League Chair is a valuable resource for game counting, affiliation rules and reporting.

The Home team must enter all information on the official game report into the digital game sheet on the Hockey Calgary website and upload a PDF/picture copy of the official game report within 24 hours after the game is completed. Failure to do so may result in the coach being suspended or the loss of points from the game.

An official from each team must retain their copy (hard copy or picture) of the official game report until the end of the season.

Jersey Colors (U9-U21)

The home team will be required to wear dark colored jerseys, while the visiting team will be required to wear light colored jerseys. In the event of a conflict or a third jersey, the team requesting the change must bring it forward to the opposing team for approval.

If conflict persists between the two teams, the corresponding League Chair will make the final decision.

Timekeepers/Scorekeepers

For parents new to these positions, the Hockey Calgary Off-Ice Official's Manual can be found on the Raiders website under the Manager's Tab along with a sample game sheet.

The timekeeper/ scorekeeper position qualifies towards the Association volunteer commitment and as such, hours volunteered require tracking to ensure the minimum is met (10 hours). It is suggested that a group (4-6) families be allocated for the timekeeper / scorekeeper positions for the season. That way enough hours can be accrued by each family, and they are not left short of the required hours at the end of the season. Please note, the Penalty Box position **IS** a team level volunteer opportunity and will be offered as a U11-U18 team level volunteer role. Any questions regarding volunteer hours and expectations can be directed to Tanya Leukefeld, Director of Volunteers director-volunteers@raidershc.ca

The following do not apply to U7 (Timbits) and U9. Please refer to the Intro to Hockey Manual for details.

Permit length

1 hour permit
1 ¼ hour permit
1 ½ hour permit
1 ¾ hour permit
2-hour permit

Length of periods 1, 2, and 3

13, 13, and 13 minutes
15, 15, and 15 minutes
15, 20, and 20 minutes
20, 20, and 15 minutes
20, 20, and 20 minutes

Off-ice Official Requirements

U9 – The Home Team will be responsible for the Timekeeper and Scorekeeper 1; the Visiting team will be responsible for Scorekeeper 2.

U11- U21 – Each team must supply two off-ice officials for all games. The Home Team will be responsible for the Timekeeper and Home Penalty box; the Visiting team will be responsible for the Scorekeeper and Visitor Penalty box. Please make it clear to your parents that in this





role they are considered an Off-Ice Official and must remain neutral at all times. Cheering is not permitted.

Ice Scheduling

Under the Manager's Tab, our Director of Ice has put together a couple of very informative documents to help answer all your questions regarding Ice Scheduling and everything you wanted to know about ice. Please take some time to review these and become familiar with the policies. Under that tab you can find a link to One Click where you can check the number of practices that have been assigned by Raiders.

BUDGET

Each team will have a bank account set up under their team's name by the Calgary Raiders Hockey Society through ATB. Specific information regarding the bank accounts will be shared at the Manager's Meetings.

- Each team is required to have two people with signing authority (Manager and Treasurer)
- The budget template is in the Manager's Tab on the Raiders website
- A cash call may be made, and funds collected from each family at the beginning of the year to support any team start-up costs or early Tournament registration fees
- If a family is struggling financially, use the utmost discretion and reach out to the VP of Off-Ice or Administrators for assistance
- If the team has a surplus of money at the end of the season, you may refund the families who responded to the cash call up to the same amount they provided to the team
- Please note at the end of the season a \$5 minimum must remain in the account to cover any bank transaction fees that may be debited at the end of the season
- Any funds remaining over the \$5 minimum in the team bank account as of April 15th will be considered as donations to either the Raiders U15 Kids Cancer Care Legacy Tournament or to the Raiders Hardship Fund to be used towards supporting a family needing financial assistance in future seasons.

Raffles- AGLC Information

Raiders teams need to apply for their own raffle license for any gaming/raffle under \$10,000. Teams can apply for AGLC number and raffle license using the following steps.

- A. Click http://www.aglc.ca/pdf/gaming/gaming_forms/5416.pdf
- B. Fill out applications "Eligibility for Raffle License" and "Internet Account Request".
 - AGLC ID# - leave blank
 - Group's Full Name - (ex. Raiders U9 - 1)
 - Address - fill in the personal address the Raffle Chairperson
 - Number of Voting Members – Number of parents on your Team
- C. Send forms to AGLC via mail, fax, or email
- D. AGLC will contact you in 3 to 5 business days with your User ID and Password
- E. To obtain a license, go to www.aglc.ca and click "login"
- F. Type in your User ID and Password
- G. Fill out the necessary information for your license

This process will have to be done every year, by the Manager or Fundraising





Coordinator, specific to their Team. If you have any questions, please call AGLC at 1-800-272-8876.

Tournaments

Hockey Alberta sanctioned tournaments can be found on the Hockey Calgary website or the Hockey Alberta website. A link to tournament listings is available on the Hockey Calgary Website as well as detailed information regarding how to host a tournament: <https://www.hockeycalgary.ca/operations/tournaments/hosting-a-tournament>

Please note: a request to Hockey Calgary for scheduling blackouts is required as outlined within the Important Dates Form. Please note HC will not approve ANY schedule window requests during the seeding round.

Legacy Tournaments

Each Raiders Division will be hosting a legacy tournament. Information, such as dates and times, entry fee (amount and payable to whom), number of guaranteed games, other teams entered to assess caliber, tournament rules (period times, overtime), and tournament sanction number can be found under the Tournaments tab on the website: https://raidershc.ca/?page_id=964. If you require more information, please contact Jill Roy, Club Level Tournament Coordinator at tournaments@raidershc.ca

Each team within a Division will be able to invite a minimum of one team to the Legacy Tournament in their Division.

If interested in hosting an additional Tournament, apply to Hockey Calgary and they will issue you a sanction number upon approval. When hosting your own tournament, acquiring ice is your responsibility.

Teams requesting to host a tournament agree to abide by all the requirements set forth in the Tournament Sanction Request documents published by Hockey Calgary. For all Hockey Calgary sanctioned tournaments, the Tournament Organizer is responsible for adding the games and entering the digital game sheet.

Away Tournament Checklist

- Log on to Hockey Calgary website and select "Play in a Tournament". It will walk you through the required steps
- If the form is submitted before the Scheduling Window deadline and the dates of the tournament are during the Seeding Round or the Regular Season, it will ask you if you want to use your Schedule Window for this tournament
- If a tournament is occurring outside Calgary, then at the end of the tournament time frame it will electronically ask you to Finalize Travel Permit.
- Send an email to the Raiders Director of Ice at director-ice@raidershc.ca and let them know you will be away so that time period can be blocked out as practice ice for your team.
 - Any team that does not notify the Director of Ice 2 weeks in advance will be charged the full cost of the unoccupied ice.
- Coordinate with the Treasurer to ensure the tournament fee is paid.
- If you are bringing affiliated players make sure that you adhere to all the affiliation rules.





- Create a travel schedule for parents/players including dates and times of games, accommodations (book a block of rooms at a hotel), organize team meals and/or outings if needed and provide driving directions/maps to the accommodations and arena(s).
- Upon arriving at the tournament, meet with the hosting Tournament Coordinator to confirm times, rules, etc. (there is often a check in desk)
- Ensure players remain on their best behavior as representatives of Raiders Hockey Club.
- When you return home, submit copies of all game sheets to your League Chairperson as quickly as possible.

Exhibition Game Sanction

On the Hockey Calgary website, in the Team Manager Account, there is a Play an Exhibition Game Tab. This needs to be filled out by host and opposition teams. If the game is occurring in a Hockey Calgary Arena, then the request is automatically sent to the appropriate referee assignor. If the game is not occurring in a Hockey Calgary Arena, then once the game has been approved a Travel Permit is automatically issued. You will need to pay the referee with EXACT cash before the Exhibition game begins.

Special Event Sanction

On the Hockey Calgary website in the Team Manager Account there is a Special Events Tab that displays all Special Events and allows Managers to request a Special Event. A request should be put in any time a team plans to participate in an event or activity that is outside normal hockey programming. Hockey Calgary will review the requests and an email will be auto generated. If there are conditions placed upon the Sanction a note will appear at the top of the Sanction outlining those conditions. If a request is denied, it does not mean the team can't participate in the event, the team just needs to be aware that they are participating without coverage through Hockey Canada Insurance.

Resolution of Team Disputes

Occasionally disputes arise within a team over issues such as behavior, discipline, equal ice time, quality of the program provided by the coaches etc. The parents should bring their concerns to the Team Manager who will work with the Coach and parents to resolve issues.

If the Manager and Coach cannot resolve the problem, he/she should contact their Division Coordinator who will assist in solving the problem or advise on the appropriate action

If satisfactory solutions can still not be found at the team level or with the Division Coordinator, then the issue will be escalated as appropriate in keeping with the outlined Chains of Communication.

The parties concerned have the option of taking the case to Hockey Calgary if still unsatisfied with the decision of the Raiders Board of Directors. If the above course of action has not been taken, Hockey Calgary will refer the issue back to the Raiders Hockey Club.

Anonymous inquiries will not be addressed as the opportunity to work collaboratively with a member is not available.

Please adhere to the 24-hour rule, the information presented in the Respect In Sport course and the Communication Chain.





Please refer to the Raiders Code of Conduct and Discipline Policy on the Raiders website for further details.

