

RAIDERS HOCKEY CLUB

TEAM MANAGER GUIDE



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The Role of the Team Manager

On behalf of the Raiders Hockey Club, thank you for volunteering to be a Team Manager. Your role is essential to a successful hockey season for your team!

As the Team Manager, you are the primary point of contact for families, ensuring the smooth operation of the team's off-ice administration. This allows our coaches to focus on on-ice activities. You serve as the key link between the team, the coaches, the Association, and the Hockey Calgary League Chairs. Ultimately, the responsibility for completing all off-ice tasks lies with our Team Managers. Therefore, it is crucial to stay connected with your parent volunteers and follow up to ensure that all duties are being fulfilled.

This guide, along with the quick links available on the Raiders website under the Manager tab, has been designed to support your role. Please take advantage of these resources! If you need assistance, don't hesitate to ask; the Raiders Hockey Club is committed to making this a positive experience for you!

The first rule of being a Team Manager is to DELEGATE! Assign tasks and responsibilities to your trusted team parents. This simple approach not only fosters team bonding but also makes your role as manager much easier.

You will receive a Team Level Volunteer Position Form, which outlines all approved volunteer opportunities at the team level. More information about this document can be found in the Volunteer Requirements section of the Manual.

It is the Team Manager's responsibility to ensure that the off-ice operations run smoothly for the team and as such, it is expected that all team decisions are done in a collaborative manner and that all team members have an opportunity to be heard and provide input. Team decisions must have the approval and support of the majority of the team members.

Thank you once again for your commitment, and we look forward to a fantastic season ahead!

Hockey Calgary & Raiders Rules, Regulations, Policies, and Guidelines

It is the responsibility of the Team Manager and Head Coach to ensure that all rules and regulations, policies and procedures outlined by the Raiders Hockey Club, Hockey Calgary and Hockey Alberta are adhered to. All policies, procedures and regulations can be found on the Calgary Raiders website, and that of Hockey Calgary and Hockey Alberta.

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. It is highly recommended that minutes are taken, recorded and shared with the team. Be sure to discuss the following at the meeting:

1. Introduction of Team Leadership Roles: Coaches & Team Manager
2. Coach overview: Philosophy & Objectives
3. Games & practice routine expectations
4. Expected time to arrive prior to games/practices
5. Parent access to the dressing room before and after games
6. Dress code (if decided by team/coach)
7. Code of conduct for the players, parents, and coaches (ensure paperwork is complete)
8. Team Budget:
 - a. 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.
 - b. 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.
9. Tournaments:
 - a. Teams need to determine the total number of tournaments to attend, how many of these will be out-of-town events, and whether the team will host its own tournament. Hockey Calgary does have limitations on tournaments, depending on tiers and divisions. These specifics can be found here: <https://www.hockeycalgary.ca/operations/tournaments/hosting-a-tournament>
 - b. Each year, the Raiders legacy tournaments such as the U7 Future Stars Tournament and the U15 Stick It to Kids Cancer Tournament are held. Information for these tournaments will be shared during the manager meetings. All Raiders teams are expected to support the planning and operations of association-level legacy tournaments if their age division is hosting one.
10. Fundraising:
 - a. Fundraising is a decision to be made at the team level lead by the Fundraising Coordinator. In the absence of a Fundraising Coordinator the Team Manager will assume this role.
 - b. Possible fundraising ideas can be discussed such as: cash call, corporate sponsorship, silent auction, bottle drive, raffle etc.

- c. Please ensure the team has reviewed the Team Financial Policy prior to making any decisions.
- 11. Communication:
 - a. The Raiders Hockey Club provides all teams with access to TeamLinkt It is expected that this is the primary means of communication. This outlines the team's schedule, including ice-times and games, and social events can be added. It offers the opportunity to send both emails and chat messages to teams and to track attendance.
- 12. Volunteers & Volunteer Bond:
 - a. Please review the Raiders Volunteer policy which outlines volunteer expectations.
 - b. Each family is required to complete a minimum of 15 team volunteer hours per player, and 5 association hours per family. This is a minimum requirement and team members are reminded that in order for the team to operate successfully for the duration of the season, each member's support is needed.
- 13. Opportunity for Q & A

Record Keeping Checklist

The Team Manager should always have the following items on his/her possession when at the rink:

- Team Contact List (TeamLinkt)
- Team Schedule (TeamLinkt)
- Player Medical Information (Raiders Website)
- 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

The Volunteer Commitment we require this season is:

- *5 Association Hours per FAMILY and*
- *15 Team Hours per PLAYER*

Should a family have multiple players registered within the Club, the ASSOCIATION volunteer

hours are accumulated by the individual family, however, TEAM volunteer hours are accumulated per individual player.

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 with the Raiders Hockey Club by April 15th of the current season.

A Team Level Volunteer Sign up Form will be distributed to all Team Managers as soon as teams are formed. Team 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 Association Volunteer Coordinator 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. As mentioned, the Raiders Hockey Club uses TeamLinkt 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 Team 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 TeamLinkt 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 TeamLinkt. A template for a Cheer Card (Wallet Card) can be found on the Raiders website under the Manager Tab.

Medical Information

Each player will receive a Medical Form from the manager. The completed forms will be kept by the Team 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: VP Communications, Safety & Conduct, Hockey Calgary/Alberta, the parents, and the Team Manager. It is recommended that Team Managers print a few Incident Forms in hard copy in the event of an emergency. Any questions can be directed to the VP of Safety, & Conduct.

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@raidershc.ca) as soon as possible.

An Official Hockey Calgary Team Roster will be forwarded to the Head Coach and Team Manager as soon as it is approved and released as it will also include your teams affiliate list. It is important to ensure that only team affiliates approved by Hockey Calgary and appearing on the team's official roster, are used.

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 Team Manager is responsible for adding any additional events, practices, exhibition games or tournaments into TeamLinkt. All other ice time will be allocated by the Raiders Ice Scheduler and uploaded by the Raiders. Please refer to the website for important dates such as Seeding Round, Regular Season, and Esso Minor Hockey Week.

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. This year, U11 and will be using the RAMP interactive scoring system and U13 will be using TeamLinkt digital scoring. Information regarding this will be outlined during the Hockey Calgary Manager meetings.

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

City Finals & Esso Minor Hockey Scheduling

Managers are responsible for adding or updating City Final games and Esso Minor Hockey Week games following the first game of the tournaments. This will include emailing the ice scheduler, as well as adding the games into TeamLinkt

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. It is recommended that both sets of jerseys are brought to all games in the event of such a conflict.

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

Timekeepers/Scorekeepers & Penalty Box

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 required volunteer hours and as such, hours volunteered require tracking to ensure the minimum is met (15 hours). It is suggested that a group (4-6) families be allocated for the timekeeper / scorekeeper positions for the season. In so doing, 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 the Association Volunteer Coordinator.

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.

****NEW FOR 2025-2026 - U11 & U13****

For U11 and U13 ONLY scoring will be managed using RAMP digital scoresheets, as per a Hockey Calgary pilot program. It is essential to be aware that all regular season games for U11 will utilize this electronic scoring app. Additionally, there may be forthcoming changes to off-ice responsibilities due to the use of digital scoresheets. The current proposal

Suggests that the home team will oversee the Scorekeeper and one Penalty Box, while the away team will handle the Timekeeper and one Penalty Box. Final confirmation on these responsibilities is expected soon. Support can be located here:
https://www.hockeycalgary.ca/assets/file/Operations/League_Management/RAMP/RAMP_GameSheet_Instructions_-_Scorekeepers.pdf

Game Structures and Times

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

<u>Permit length</u>	<u>Length of periods 1, 2, and 3</u>
1 hour permit	13, 13, and 13 minutes
1 ¼ hour permit	15, 15, and 15 minutes
1 ½ hour permit	15, 20, and 20 minutes
1 ¾ hour permit	20, 20, and 15 minutes
2-hour permit	20, 20, and 20 minutes

Ice Scheduling

Documents to help answer questions regarding Ice Scheduling can be found under the Manager's Tab on the Website. 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. It is essential to note that is the team's responsibility to ensure that all assigned ice is used. In the event that the team is unable to use assigned ice, it is the Team Manager's responsibility to ensure this ice is used by another team by arranging for a trade or for a simple transfer of use. Burnt Ice, as a result of a team's failure to ensure the ice is used may result in the team be charged the full cost of the ice rental. To submit a blackout window, a request needs to be sent through Hockey Calgary AND One Click.

Team Budget

A team bank account is mandatory. Each team is responsible for arranging for the opening of their own team bank account. Please contact our Administrator for a letter from the Raiders that Team Managers and Treasurers will need to open a team bank account. There is no restriction as to which bank a team may use. Each team is required to have two people with signing authority (Team Manager and Treasurer). As per the Volunteer Requirements detailed in the Manager Manual, each family can only fill ONE position per team.

This team bank account should be reconciled each month by the Treasurer with this reconciliation approved by the Team Manager, ensuring oversight of the team bank account by more than one individual.

- Each team is required to have two people with signing authority (Team Manager and Treasurer).

- The budget template is in the Manager's Tab on the Raiders website.
- The team's budget must be approved by all team members and adhere to the Raiders Team Financial Policy, available on the website.
- A cash call may be made, and funds may be collected from each family at the beginning of the year to support any team start-up costs or early Tournament registration fees. This must be in alignment with the Raiders Team Financial Policy.

Each team is required to provide a balanced operating budget, including revenues and expenditures, based on team activities agreed to through a parent meeting, and/or a parent survey. The budget may include the following, but is not limited to:

- Additional ice time above the ice time allotted by RAIDERS HOCKEY CLUB
- Tournament fees (revenues for hosted tournaments and/or expenditures for attended tournaments)
- Player development costs
- Team equipment and apparel
- Travel costs
- Team socials (Note: team funds should never be used to purchase alcohol)

A team wishing to purchase additional activities/items not included in registration fees, must have a budget not exceeding \$9,000. A budget over \$9,000 will require approval from the Executive of the RAIDERS HOCKEY CLUB Board of Directors. The Executive may request a review of team financials at any time.

TEAM APPROVALS

The team budget must be provided to all team families and approved by a three-quarters (3/4) majority where all families have voted on the budget. Any expenditure not included in the original budget must be approved by the team in accordance with this approval requirement. The budget and its initial approval should be completed no later than October 31st of the hockey season.

- 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 provided to the team. It is highly recommended that all attempts be made to refund any funds collected or cash calls collected. The decision not to must be agreed upon by the team.
- Any funds remaining in the bank account at the end of the season can only be refunded to the team members IF funds were initially paid to support that team and only up to the amount initially paid. All other remaining funds should be spent as per AGLC regulations, or team decisions, or donated to charity as determined by the team. No funds should be remaining in the team's bank account at the end of the season and the account is to be closed.

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.

1. Click http://www.aglc.ca/pdf/gaming/gaming_forms/5416.pdf
2. 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
3. Send forms to AGLC via mail, fax, or email
4. AGLC will contact you in 3 to 5 business days with your User ID and Password
5. To obtain a license, go to www.aglc.ca and click “login”
6. Type in your User ID and Password
7. Fill out the necessary information for your license

This process will have to be completed each year, by the Team Manager or Fundraising Coordinator, specific to their Team. If you have any questions, please call AGLC at 1- 800- 272-8876.

It is the Team Manager’s responsibility, in conjunction with the Fundraising Coordinator and Treasurer to ensure that all AGLC funds are used in alignment with AGLC regulations.

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>

Blackout Windows:

- A request to Hockey Calgary for scheduling blackouts is required as outlined within the Important Dates Form. Hockey Calgary will not approve ANY schedule window requests during the seeding round.
- Team Managers are also required to inform the Raiders Ice Scheduler of any blackout windows as soon as a team has agreed to participate in a tournament. Failure to do so may result in the team being charged the cost of any ice rentals scheduled during this time period unless the team is able to make a trade with another Raiders team.

Association Tournaments –Legacy Tournaments

Association level tournaments (U7 Future Stars, and U15 Stick it to Kids Cancer) will take place each year. 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 will be found under the Tournaments Tab on the Website.

Each team within a Division participating in an association level tournament will be able to invite a minimum of one team to their tournament. All Raiders teams within a division that is hosting an association level tournament is required to support the planning, organization, and execution of the tournament. Additionally, each team is required to recruit participant teams and participate in the tournament.

Teams interested in hosting their own tournament may apply to Hockey Calgary for approval and a sanction number. When hosting your own tournament, acquiring ice is your responsibility are all costs associated with the tournament. The Raiders Hockey Club will not be held liable for any costs incurred by teams hosting their own tournaments.

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

When planning a tournament out of town. Team Managers must:

- 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 Ice Scheduler and let them know you will be away to ensure that time period so that practice ice can be blacked out for your team during this timeframe.
- Any team that does not notify the Ice Scheduler 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, connect with the hosting Tournament Coordinator to confirm times, rules, etc. (there is often a check in desk).
- Remind players and parents that all Hockey Calgary and Raiders Hockey Club expectations, policies, and codes of conduct remain in place while at tournaments.
- 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 Team 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 cannot participate in the event, the team just needs to be aware that they are participating without coverage through Hockey Canada Insurance.

Team Conflict & Resolution Guidelines

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. As such, and in order to ensure there is no conflict of interest, the Raiders Hockey Club does not allow for a Team Manager and Head Coach to be related to one another.

If the Team Manager and Coach cannot resolve the problem, he/she should contact their Age Division Coordinator who will assist in resolving the issue or advise them on next steps for 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.

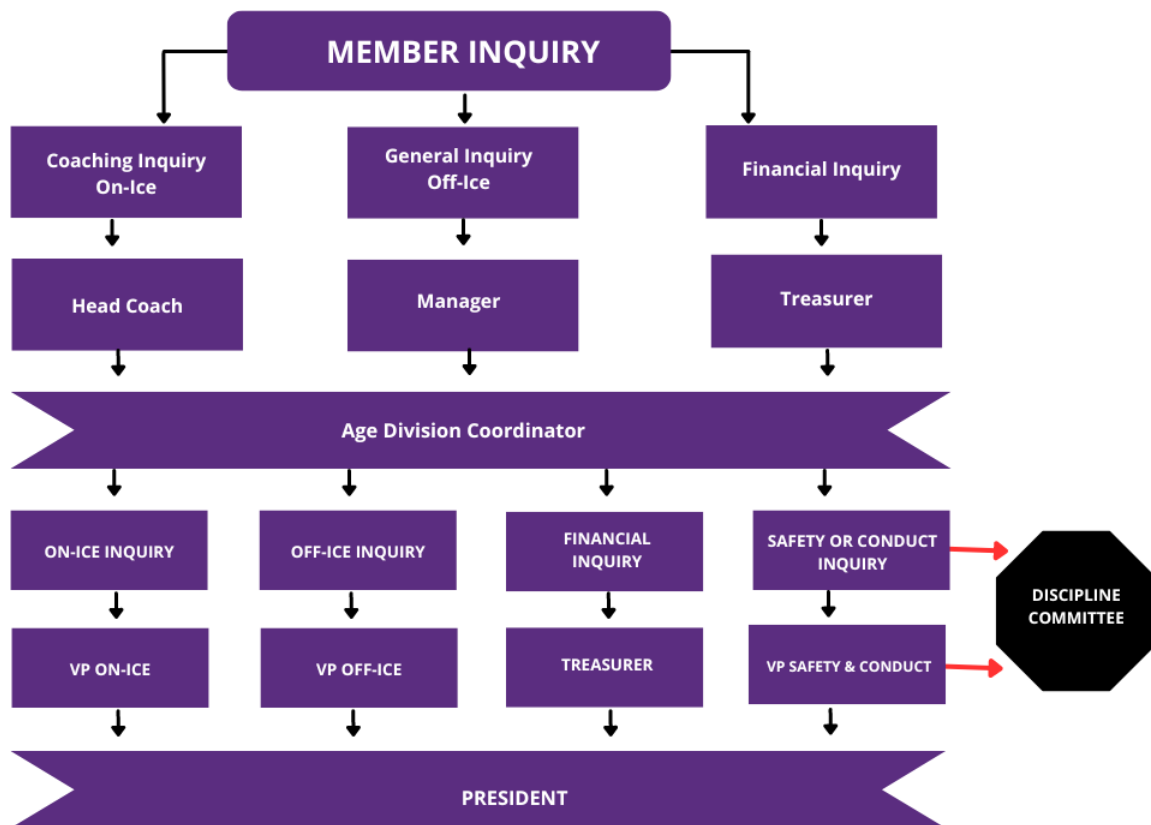
If concerned parties remain unsatisfied with the resolution of a conflict at the association level, they have the option of taking the case to Hockey Calgary. However, if the concern has not followed the noted course of action at the association level, Hockey Calgary will refer the issue back to the Raiders Hockey Club.

When considering a conflict or issue, all members are reminded to adhere to the 24-hour rule, the information presented in the Respect In Sport course and the Communication Chain.

Anonymous inquiries will not be addressed as this does not provide the opportunity to work collaboratively with members to resolve an issue.

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

Conflict Resolution Pathway



Raiders Resources

[Raiders Manager Resources](#)

[Raiders Volunteer Policy](#)

[Safety and Medical Policies](#)

Hockey Calgary Resources

[Tournaments](#) (policies, hosting, attending)

[Important Dates](#)

[League Resources](#) (gameplay guidelines, scorekeeping cheat sheets)