



# MANAGER'S HANDBOOK

A guide to help you manage your SVMHA team





### **Introduction**

Evaluations are done, your player was assigned to a team, then the coaches were looking for someone to volunteer to manage the team, and you raised your hand - excellent! Perhaps you're new to the role and have a few butterflies of uncertainty swirling around in your stomach as you think "what did I sign up for??"

That's who this document was created for - to help the new Manager of minor hockey teams (A1, A2, and A3) understand what your role is and how to ensure things run smoothly throughout the season. It may also serve as a refresher or reference for existing managers after a long summer away from the arena.

### **Roles and Responsibilities**

Your job is to ensure things run smoothly behind the scenes, off the ice. This means taking care of the many tasks that most people aren't even aware of.

Primary responsibilities of the Team Manager include:

- Schedule
- Finances
- Communications

Staying organized and keeping in close communication with the coaches and parents will ensure your success and lead to a fun year for everyone involved.

Becoming familiar with the rules is also very useful in your role and working with the coaches throughout the season. Spend some time to review the latest version of Hockey Winnipeg's [Rules & Regulations](#).

### **TeamSnap**

Ensure you are very comfortable using TeamSnap. Install the app on your phone if you haven't done so already. Spend some time exploring the app and features. You will use this for the team's schedule, roster, tracking availability, updating final scores, communications, and possibly more.

Make sure your profile is set up with your contact information including email address and phone number.

You are responsible for entering events, games, and practices in the schedule. As you enter a new game or practice, be extremely careful to enter the correct date, time, arena, etc. Double check the information to ensure it is correct. Sending the entire team to the wrong arena or on the wrong day would not be a pleasant experience for anyone.



Encourage the parents (or the players if they have access) to update their profile with their jersey numbers, positions, and contact information.



Look for any issues, e.g. conflicts with jersey numbers, potential issues with players' preferred positions (e.g. too many of one position, no goalie?) – advise the coaches as needed.

### **Meet with the Coaches**

To get things kicked off, it is a good idea to meet with the coaches within the first week of team formation to set expectations and discuss a plan for the year.

Make sure all mandatory items are completed, including:

- [Child Abuse Registry](#)
- [Respect in Sport](#) for activity leaders (required for all bench staff, including coaches, manager and safety person)
- Assistant and Head Coaches training and certifications (see [requirements](#))
- [Safety person](#) assigned
- Select parent liaison

Discuss items such as:

- Exhibition games
- Ice Draft
- How many practices per week do we want?
- Dryland training
- Tournaments

Take notes since you will need to plan for these items, including scheduling and budget.

Consider setting up a group chat with the coaches in TeamSnap, WhatsApp, or other messenger apps. These can be really useful for ~~sharing memes and planning beer/wing nights~~ communicating about important and relevant team matters.

### **Parent Meeting**

Schedule a date and host the parents meeting very early in the season, after the coaches meeting. This is typically an in-person meeting, usually after a practice at the arena, to get all the parents together, present the plan for the year, and answer any questions that arise. If in-person is not feasible, an online meeting via Zoom or Teams is a good alternative.

### **Jerseys**

Jerseys are the player's responsibility; however, it is good to send reminders when the web store opens so that parents do not miss the opportunity to place their orders early in the season.



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In rare cases, someone loses their jersey or forgets to order a larger size for their growing player. SVMHA may have spare jerseys on hand that can be used temporarily. Please contact SVMHA if this happens.

If there is a conflict with jersey numbers (i.e. two players have the same number), please refer to the jersey policy from SVHMA and attempt to work out a reasonable resolution with the parents.

Dark jerseys are to be worn for all home games and white jerseys for away games as stated in Hockey Winnipeg rule book section SR-9 Team Colours.

### **Equipment**

Early aged teams, inexperienced, or first-time hockey families may not be aware of what is expected or what equipment they need. Feel free to reach out and provide assistance to these families as needed.

As the kids get a bit older, it is a good idea to encourage the players to be responsible for their own equipment. The checklist in the Appendix of this document can be used to help players prepare for practices and games. Since many players have their own phones, they can create their own custom checklist on their phones using this as a guideline.

### **Exhibition Games**

If the coaches want to plan some exhibition games before the regular season starts, plan accordingly and ensure you fill out the Exhibition Game Request form on Hockey Winnipeg's website.

Ensure that the teams are the same age group (e.g. U13) and same level (e.g. A2).

You will also be responsible for finding a referee and timekeeper, as well as paying their fees. Contact SVMHA for assistance.

These do not count in the standings, so ensure you check the "not for standings" box in TeamSnap when updating the final score. These scores do not need to be reported to Hockey Winnipeg. More on reporting scores later.

### **Game Schedule**

The game schedule is released by Hockey Winnipeg and is posted on their [website](#). It is split into the first (Nov-Dec) and second half (Jan-Feb).

Enter all the details into TeamSnap and notify the entire team. Double check to ensure all the info is correct.



### Practice Ice

Around the same time that the game schedule is released, SVMHA sends out a list of all the ice times available, organized by week. This happens right before the **ice draft** which is an in-person meeting where teams select ice times in rotation. The order in which ice times are picked is randomized for fairness. The ice draft always takes place very shortly after the game schedule is released – once for the first half and again for the second half.

There are multiple ice draft meetings – the younger teams (U9, U11) go first. Ice times are split into half ice slots and they get to choose the earlier ice times. The older teams (U13, U15, U18) go later and get full ice times.

If you are in the later meeting for older teams, you may receive an updated listing of ice available showing which times have already been booked by the younger teams.

Knowing the game schedule ensures that you don't choose practice ice on the same time/day. It is normal for coaches and/or managers to attend the ice draft to book ice times. Coordinate this with the coaches.

The most important thing for you to do is: be prepared! Print your team's game schedule, talk to the coaches beforehand and understand when they ideally want ice – could be right before games to prepare, or mid-week to give the players some rest before the weekend games, etc.



List your preferred arenas (Dakota, St. Vital, Glenwood, etc.) in order – some coaches like certain arenas. Block off any dates that the coaches will not be available to run practice, or dates when the team will be away at a tournament, etc.



C'mon...  
Glenwood is  
not *that* cold!

During the ice draft, when your number is called, you are required to choose an ice time for that week. If you are prepared, this is easy and stress-free. If you are fumbling with papers and don't know what to do, it is not a pleasant experience for you and the room full of people waiting for you.

Answer confidently with ice time you want and team name, e.g. "line 46, U15, A2 Warriors" and move on to the next week.



If your coaches have asked you to try to get extra ice times, it is a good idea to track which ice times are being taken (e.g. cross them off the list) during the ice draft so you have a reference of what is taken and what is still available. At the end of the ice draft, you may be able to book additional times if there any available.

Depending on how much ice SVMHA received and how many teams are competing for ice times, there may be cases where there is not enough ice in some weeks for everyone to get one. In this case, it is courteous to share full ice times with other teams. If you are able to, please offer to share your ice with teams that missed out.

At the end of the ice draft, ensure that form is filled out correctly with your contact information and all the ice times you reserved. Before submitting the form, take a photo of the form and send it to the coaches.

You will also receive a package for your team which includes additional information, a few copies of the latest Hockey Winnipeg Rule Book (which you should read or at least keep handy for reference), and game sheets. Provide copies of the Rule book to the coaches.

### **Additional Practice Ice**

If the coaches would like to have more than one practice per week, additional ice will need to be found and booked. This could be through a number of different arenas that offer ice, both inside and outside the city. Examples include City of Winnipeg arenas such as Bertrand and Maginot (check the City of Winnipeg's website), Notre Dame, Max Bell, and other arenas outside the city in St. Adolphe, Ile des Chenes, Niverville, etc.

Work with the coaches to make this happen if required. You may need to sign some paperwork. Ensure you add this to your budget.



There is also outdoor ice available through some of the community centres such as Windsor, Norberry, Glenwood, etc. Discuss the process of booking ice with them directly. Dress warm!

### **Dryland Training**

If the coaches are interested in this, decide the frequency (e.g. once per week) and add gym rentals to the budget. There are gyms available for rent at Dakota, Glenwood, and other facilities. Fill out the necessary paperwork for rentals and add the events to the schedule in TeamSnap.

Ensure that someone is available to run all the training sessions, if not the coaches, perhaps one of the other parents has experience in dryland training and can help.

As an alternative to more formal dryland training, it is also fun to get the players together for some informal ball hockey in one of the gyms. Rent the gym, bring sticks and balls, and just have fun. You could work with the coaches and integrate some drills or work on specific items such as positioning, or just leave it unstructured.

### **Tournaments**

If the coaches and parents would like to register in tournaments for the first or second half, these will need to be identified. Within Winnipeg, outside of Winnipeg (Manitoba or elsewhere), or in the US.

Discuss which level is appropriate to register in. Note that other regions may use A, B, C rather than A1, A2, A3. US leagues may have different age ranges or levels – make sure you understand what you are registering in before making the commitment. Ensure that non-hitting teams are playing in non-hitting tournaments. If you are unsure, ask the tournament organizer.

Many tournaments book up early, so don't delay this. Some tournaments allow you to register and hold your spot without paying the fee upfront which is convenient since you likely won't have any funds collected from parents yet.

Here is a list of Minor Hockey Tournaments in Manitoba:

<https://www.hockeymanitoba.ca/teams/tournaments/minor-hockey-tournaments/>

### **Schedule Exemptions and Travel Permits**

If you plan to register in a tournament and/or travel outside of Winnipeg with the team, you MUST fill out a schedule exemption and travel permit form on Hockey Winnipeg's website before the deadline. Hockey Winnipeg posts deadlines for the first and second half and WILL NOT accept requests after these dates.

If travelling outside of Manitoba, a Hockey Manitoba travel permit will also need to be submitted as well.

Receiving a schedule exemption means that Hockey Winnipeg won't schedule a game for your team between the dates you entered in the form.

Once you receive the approval via email, provide a copy to the coaches. You are permitted one schedule exemption per half.

### **Player Parties**

Getting the players together off the ice is great for team building and building friendships among the kids. Find a parent that is willing to volunteer to plan these and delegate to them. Update TeamSnap with the event details when the details have been finalized.

### **Parent Parties**

Parent parties are a great way to get to meet all the parents and build the friendships that will make the season fun for everyone. Chat with the coaches and parents (or send an email) to see if anyone is interested in hosting a party at some point in the season. You can delegate the planning to the host; just update TeamSnap with the event date and details.



### **Finances**

Managing the finances for the team is one of your primary roles as team Manager. The first thing you should do is create an Excel spreadsheet and record any expenses the team has already incurred, e.g. practice ice times used but not invoiced yet, early registration fees for tournaments, etc. Who paid what, and when. It is generally bad practice to pay for things out of



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your own pocket in advance, but of course many managers and coaches have done this in the past. Having good records ensures that the budget is accurate and the appropriate people are reimbursed once funds are collected.

Next, meet with the coaches to create a plan (practices, tournaments, dryland, etc.) and then create a draft budget for the first and second half. Excel works well for this. Once you and the coaches agree with the final numbers, divide the total first half budget by the number of players to determine how much everyone needs to contribute.

Send an email or TeamSnap message that summarizes the budget and request that everyone pay their share. E-transfers are usually the easiest for everyone. Give a deadline – two weeks is reasonable.

Give everyone a head's up that this is for the first half only and that you will send out details for the second half later.

As payments are received, record who paid, which player they are paying for, the amount, and date. Send a reminder after one week, and again after two weeks if all payments are still not received.

Some managers open a new bank account to handle all team finances, and some managers just use their existing accounts.

It is strongly advised that you keep detailed records of everything that happens with finances – every penny you receive and every penny you spend needs to be recorded.

It is also strongly advised to wait until you have collected funds from everyone before paying invoices to avoid spending your own money and having the team owe you.

Pay all invoices on time and ensure you reference the invoice number and team name. For large invoices, you may need to send multiple e-transfers if it exceeds your online banking limit (usually \$2,000). Ensure you communicate with the person receiving the funds so they know there are multiple payments for the same invoice.

Periodically update the coaches on the financial status throughout the year. What has been paid, the balance of funds, fundraising, etc. This helps with transparency and to let the coaches know if there is extra money to rent additional ice if needed.

Carry over the balance from the first half and repeat everything above for the second half. Update everyone on the status of the finances at the end of the first half.

You'll need to figure out if the team wants to budget for a team wind-up party or pay individually. The past few years have been tricky with Covid rules and lack of participation, so some teams didn't include this in the budget.



Also, other year-end items such as gifts for coaches may be included if someone hasn't already offered to organize collecting some money and buying thank-you gifts for the coaches. Delegate this if want.

It is good practice to "pad" the budget a bit to ensure the team has some flexibility to add an ice time or two if needed. This is common if the team heads into the playoffs and 'regular' ice times have ended.

As the end of the year approaches, finalize the numbers to determine the final balance. Hopefully it is slightly positive. Divide by the number of players and issue refunds.

### **Fundraising**

Fundraising can be very effective at offsetting the costs incurred by the team and lowering the amounts that each family needs to contribute. You will likely be too busy to coordinate this, so ask if any of the parents are willing to coordinate this. Delegate all fundraising tasks and keep in communication with them as they collect funds. Encourage them to follow all necessary rules with fundraising including getting licenses if applicable. Update your financial spreadsheet accordingly before requesting second half fees.

### **Communications**

Communicating with the coaches and parents is perhaps the most important responsibility you have as the team manager. Making sure everyone knows what's going on is really important and parents really appreciate being kept up to date with all the relevant information.

You may be pulled into dealing with some difficult situations with upset parents. There are a few ways to deal with these types of situations:

- Implement the 24-hour rule. If someone is upset, they need to wait 24 hours before coming to talk to you or the coaches.
- Defer to the parent liaison. They can talk to the parent and relay the message to the coaches.
- Talk to them directly in a calm, polite manner, listening intently to their concern. Discuss the issue with the coaches and try to work towards a solution.

Remember, nobody has the right to verbally abuse you or anyone else on the team. If someone is creating a problem, try to resolve it. If you feel they have already crossed the line, discuss it with SVMHA immediately and determine next steps.

### **Roster**

It is usually the team Manager's responsibility to submit the team roster to the SVMHA registrar. Ensure that your roster is correct and up to date in TeamSnap and coordinate with SVMHA as necessary. If they have provided a copy for you to review, ensure it is correct and reply with confirmation or changes necessary.



### **Safety**

Safety is the main responsibility of the team Safety Person, however you may be required to help out when needed. Ensure your safety person is assigned and they have the necessary training/certifications and know their responsibilities.

Some safety persons are routinely on the bench during game and attend practices, and some are not. Work with the coaches to determine who will attend to on-ice player injuries. If someone on the roster is a medical doctor or has experience in assessing injuries, work with them to see if they can help with this.

Coordinate with the safety person to record any injuries or incidents that you feel should be documented.

The safety person should ensure that a first aid kit is available on the bench at all games and practices. Check with them and coordinate if necessary.

### **Medical Forms**

It is useful for the coaches and manager to be aware of any potential medical issues prior to starting the season. This may include allergies, asthma, or other physical or mental health issues that need to be accommodated.

There are a few ways this can be done – either ask the parents to voluntarily disclose any information they feel is relevant, or send a request to the entire team to have [Player Medical Forms](#) filled out and submitted. Ensure you state explicitly that filling out the form is optional since some parents are uncomfortable with providing this type of information.

These forms can be printed and kept in a confidential file that is brought to every event in the case of an emergency.

If you are the one receiving the forms, you should review them individually and provide any relevant information to the coaches.

### **Dressing Rooms**

In younger age groups, it is very common for parents to come into the dressing rooms to help their players get dressed, tie skates, etc. As the players get older, they should become independent and not require help. Encourage parents to minimize the amount of time they spend in the dressing rooms (they become very crowded) and recommend that their players practice putting on their equipment at home so they become independent as quickly as possible.

It is common for music to be played in the dressing rooms before games. Organize this with the coaches to have someone bring a Bluetooth speaker. Have some fun with it – get the players to make a playlist or let one of them pair their phones to the speaker and play their own music.

No adult (parent, manager, coach, etc.) should be in the dressing room alone with a player at any point for any reason, unless it is the parent of the player. If you are required to bring a player to the dressing room for any reason (e.g. injury, ejected from game), escort them to the

dressing room but bring another adult with you. This could be the player's parent, another parent from the stands, one of the coaches, etc.



As the coaches are preparing the players for a game in the dressing room, it is easy to lose track of time. Keep an eye on the clock and the Zamboni's progress on resurfacing the ice. Knock on the door as the Zamboni is leaving the ice to let the coaches know the ice is ready for warm-up.

After practices and games, take a look in the dressing rooms and ensure the players have not left a mess. If you see something, encourage the players to clean up their own messes like sock tape balls on the floor.

You may also find water bottles or sticks left behind. You will be thanked later for grabbing these and returning them to the forgetful owners.



### Game Sheets

You will have received a stack of game sheets at the end of the ice draft. Home teams are responsible for supplying the game sheet. Review your schedule and be aware of which games you are the 'home' team so you can ensure that a game sheet is ready and pre-filled out.



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Prior to all home games, fill out the top section of the game sheet, including location, date, time, category, and division.

If applicable, list any suspended players.

For the roster section, it is common for teams to use pre-printed stickers rather than writing out each player and coaches name individually. Avery 48863 labels (2" x 4") are inexpensive and work well for this. Create a template in Word, fill out with roster info (player jersey number from lowest to highest plus coach, safety person and manager names, and then print sheets of labels as needed. Insert a G beside the goalie's name, C beside the Captain, and A beside Alternate Captain if applicable.

Ensure that all 3 pages of the game sheet have a label applied, not just the front sheet. White – Hockey Winnipeg, Yellow – Home, and Pink – Visitor.

After you filled out the form and applied labels, have one of the coaches sign it under the label area, and then provide the game sheet to the opponent team at the arena. Once completely filled out, it is provided to the timekeeper to fill out during the game. The timekeeper will bring you or the coaches your copy to the dressing room after the game.

### Reporting Final Scores

After each game, the final score must be reported to Hockey Winnipeg as described in the Rule Book. Let the coaches know that you will take responsibility for this, so it is not duplicated.

Please refer to the latest Hockey Winnipeg rule book for instructions.

As an example, for 2021-2022, page x of the Rules and Regulations stated:

Reporting of scores is the responsibility of the following within 24 hours of the completion of the game:

Ages U9 A to U18 (16-17) in East & West Leagues and direct entry

BOTH TEAMS email score to:

Hockey\_Winnipeg\_Score@shaw.ca

Please provide the following information:

- Date of Game
- Division & Category
- Teams
- Score

### Player of the Game

Most coaches hand out a player of the game reward for an outstanding performance. This is often something fun like a special helmet, hardhat, or championship style belt. The player keeps the item until the next game where it is rewarded to the next player.

Work with the coaches to do something fun here for the players.



Record which player has received player of the game at each game and notify coaches if a player or two have been missed. It is good to have every player receive it at least once throughout the season.

### Transportation

Occasionally, a player may need a ride to or from the arena. Encourage the parents to reach out to others (e.g. team message on TeamSnap) to request a ride for their player. Usually, someone lives close by and is willing to pick them up. The SVMHA community is strong!

### Photos

If the parents/coaches are interested in having team and/or individual photos professionally taken, you may coordinate this yourself by hiring a photographer, or probably a better option would be to delegate to a parent volunteer to coordinate.

Ensure that a suitable date is chosen and coordinate with the coaches. It often takes up some practice time at the arena.



Try to find out if any of the parents are into photography and would be willing to take some photos during the games. Live action shots are fun!

### Playoffs

The playoff schedule is released by Hockey Winnipeg after the second half of the regular season is complete and the final standings are determined. Keep an eye on the website and find your teams' first playoff game when it is listed. Update TeamSnap with the game.

Work with the coaches to determine if any additional practice ice is desired. If so, coordinate this with the coaches and update TeamSnap as needed.



Playoffs can be a lot of fun and can also add an extra layer of stress to the players, coaches, and parents. Remember that the main objective is to have fun! Coincidentally, we all perform our best when we are having fun too. Take things one game at a time.

### **Windup Party**

Organizing a windup party can be delegated to a volunteer parent. Ensure they are aware of any budget limitations that were previously set.

These can be a lot of fun and a great way to close out the season.

### **Resources**

The SVMHA community is excellent and people are willing to help. If you have questions or need help with something, reach out to SVMHA, other managers, coaches, and get the support you need.

There is a list of references at the end of this document that may also help answer some of the questions you have.

Good luck and have fun!



## References and Links

St. Vital Minor Hockey Association <https://www.stvitalhockey.ca>

Hockey Winnipeg <https://www.hockeywinnipeg.ca>

Hockey Manitoba <https://www.hockeymanitoba.ca>

Return to Play: <https://www.hockeymanitoba.ca/return-to-play/>

Minor Hockey Tournaments:

<https://www.hockeymanitoba.ca/teams/tournaments/minor-hockey-tournaments/>

Hockey Canada Manager's Manual <https://cdn.hockeycanada.ca/hockey-canada/Hockey-Programs/MHA/downloads/minor-hockey-team-managers-manual-e.pdf>

Respect in Sport <https://www.respectgroupinc.com/respect-in-sport/>

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## Hockey Equipment Checklist

- Under shirt
- Jock pants/shorts with protective cup
- Skates (sharpened)
- Towel to dry skates
- Shin pads
- Hockey pants
- Shoulder pads
- Elbow pads
- Practice socks
- Game socks (black)
- Practice jersey
- Black/home jersey
- White/away jersey
- Gloves
- Neck guard
- Mouth guard
- Helmet
- Stick tape
- Sock tape
- Spare laces
- Stick(s)
- Water bottle
  
- Dry change of clothes
- Positive attitude 😊

