



Fort Saskatchewan Minor Hockey Manager's Manual

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Introduction

FSMH team managers are directly responsible to the Head Coach, who shall be responsible for delegating specific duties. In general, team managers should assume responsibility for most of the organizational and administrative tasks, thus allowing the coach to concentrate on instruction and player development.

Team Managers are expected to:

- respond to directives of FSMH and operate the teams within established Policies & Procedures
- ensure financial requirements of FSMH are fulfilled
- assist the Head Coach in monitoring off-ice conduct of team members and team followers to ensure that the team's role as a community ambassador is maintained
- establish, maintain, and enhance communication with league commissioners, representatives and participants
- establish, maintain and enhance communication with other Associations' team members at the appropriate level (Rep or house league)

Specific Tasks:

While the following is not a comprehensive list of all duties for Managers, it may serve as a guide for tasks, which the Head Coach may delegate:

- ensures team list is sent to Registrar as quickly as possible
- ensures all players on rep teams register in RAMP and ensures payment is made to FSMH. Communicates to the FSMH Treasurer & FSMH Registrar that registration and payment has been done
- gathering of relevant player history, and establishment of a medical treatment permission waiver
- delegate duties for FSMH's Emergency Action Plan, prior to the start of the season and ensure the procedures are followed
- organization of parent meetings
- organize parent volunteers for concession duties (normal games, tournaments, any Provincial tournaments)
- participate in formulation of team objectives and rules
- preparation of team budget (together with team treasurer)
- supervise and monitor collection of money and fund raising
- arrange team transportation, accommodation and subsistence
- arrange for extra ice as required
- ensure money is set aside for extra ice and promptly pay FSMH for all extra ice
- notify Ice Allocator a minimum of 14 days prior to any ice changes
- confirm scheduled away games

- submit Travel Request Forms (for other than League play) in accordance with the rules as outlined in the form
- act as co-ordinator for provincial competition (Rep division only)
- organize and manage parents or parent committees as required for fund raising, tournament committees, etc.
- confirm tournament ice time and sanction number at start of season
- help get affiliation lists to Registrar/President
- collect jersey deposit cheques. Cheques must be given to the Registrar or Equipment Allocator. Jerseys will not be handed over to the team until this is done

Your Role as Manager

It is almost imperative to have a functioning e-mail system to take on this role. Good communication between the coaching staff, FSMH and parents is essential to ensure the hockey season runs smoothly. A parent meeting at the beginning of the hockey season is a **MUST** and the first parent meeting is generally called by the coach. Make sure that you invite your level Director and either the level V.P. or President to attend. At the first parent meeting, **most**, if not all volunteer positions should be filled. Attached is a suggested Team Staff list that can be circulated during the parent meeting:

Team Staff List

Position	Name	Description
Tournament Representative (2)		Acts as a liaison between the Tournament Coordinator and the team. Sets up and attends tournament meetings. Communicates information from tournament meetings to the team. Assistance from all parents on the team is required for the tournament.
Treasurer (2)		Responsible for setting up bank account, depositing all money received, writing cheques, preparing and providing team financial statements to parents.
Phone Person		Phones parents and informs them of schedule changes.
Safety Person		This is the most qualified person available with training in First Aid and the Safety Program. The person in charge takes control of the emergency situation and assesses the injury status of the player (emergency or not).
Call Person/Control Person		Needs to know the location of the emergency phone or has a phone at his/her disposal, with preference given to a landline. This will ensure that there is no delay in response due to a re-routing of the call. The Control Person is responsible for controlling the crowd and participants to ensure that the Emergency Action Plan can be executed effectively. This includes ensuring that the parents or guardians are aware of the situation and what is occurring and that the procedures of the Emergency Action Plan have been put into motion
Jersey Allocator (2) Home and Away		Responsible for bringing jerseys to all home and away games. Ensures jerseys are washed on a frequent basis
Parent Liaison		The Parent Liaison's role is to present the parents concerns to the Head Coach and schedule a meeting between the Head Coach (and members of the staff if warranted) and the parents after 24 hours of the incident occurring.

Other suggestions: Fund Raising Coordinator

Team Volunteers

On the following pages, you will find a comprehensive list of volunteers that are required to make a team run efficiently throughout the hockey season. It is very important that all positions are filled and by different people, so that everyone becomes involved with the team in some capacity. It is the manager's responsibility to oversee these positions and ensure that all people are fulfilling their roles.

TEAM VOLUNTEERS LIST OF DUTIES

Manager (1)

Act as a liaison between the parents and the coaches. Provide information to the parents either verbally or by e-mail communication. Responsible for coordinating the activities of the team which will allow coaches the time to teach the players the game of hockey. Schedules exhibition games, practices and tournaments.

Treasurer (2)

The treasurer will set up a bank account to control funds raised by the team. The account is to be set up in the team's name only. The treasurers will look after the books (retain all receipts for cheques written) and log all deposits. A financial statement MUST be sent out to the parents of the team bi-monthly and the FSMH treasurer MUST be copied on these statements also. At any time during the season, the FSMH treasurer can request a financial audit on any FSMH team. During the audit, the team treasurer must provide the FSMH treasurer with a current bank balance, copy of all receipts for any expenses and a record of all deposits. Any money not accounted for, could result in a criminal investigation.

Fund Raising Coordinator (2) - Optional

Will organize fund-raising activities for the team and is also responsible for the collection of money raised. All money collected must be recorded and then passed on to the treasurers for deposit. Applies for Raffle License at Farnese Insurance.

Tournament Representative (2)

Acts a liaison between the Tournament Coordinator and the team. Sets up and attends tournament meetings. Communicates information from tournament meetings to the team. Assistance from all parents on the team is **required** for the tournament. The names of the tournament representative(s) must be sent to the FSMH President, Vice President and Treasurer for review.

Phone Person (1)

Phones parents and informs them of schedule changes.

Call Person/Control Person

Needs to know the location of the emergency phone or has a phone at his/her disposal, with preference given to a land line. This will ensure that there is no delay in response due to a re-routing of the call. The Control Person is responsible for controlling the crowd and participants to ensure that the Emergency Action Plan can be executed effectively. This includes ensuring that the parents or guardians are aware of the situation and what is occurring and that the procedures of the Emergency Action Plan have been put into motion

Team Volunteers, **Continued**

Safety Person

This is the most qualified person available with training in First Aid and the Safety Program. The Person in Charge takes control of the emergency situation and assesses the injury status of the player (emergency or not).

Parent Liaison

The Parent Liaison's role is to present any parent concerns to the Head Coach. The liaison is also responsible for scheduling a meeting between the Head Coach (and members of the staff if warranted) and the parents after 24 hours of the incident occurring.

Time/Score Keepers (2)

Timekeeper and scorekeepers are needed for all home games.

Jersey Allocator (2)

Makes sure jerseys are always in the dressing room 60 minutes prior to game time. Collects and washes jerseys for team players (please wash in washing machine and hang dry). Under no circumstances are the players to take the jerseys home.

Concession Workers (2)

Responsible for working the concession for team's home games at the JRC and SPX. Requirements are 15 minutes before the game, during intermissions and 15 minutes after the game.

All Fort Saskatchewan Minor Hockey teams are required to provide volunteers for the Chiefs' games. A message is sent out by the Ways & Means Co-ordinator to the managers with the date and time of the game that the team is required to supply volunteers for. All volunteer spots must be filled or the team will be assessed a \$25 fine for each spot that is not filled.

Sample Volunteer List

Attached is a sample volunteer list that you can use to circulate amongst the team for volunteer spots. Some managers will assign spots for the year; others will allow the individuals to select their own spots. Whatever decision you make as the manager, please ensure the volunteer spots are evenly distributed amongst your parents.

DATE & TIME	PLACE	Concession	Concession	Scorekeeper	Timekeeper	50/50	Penalty Box

Concession Requirements: 15 minutes before game, during intermission and 15 minutes after game

Team Budgets

It is strongly suggested that each team have a budget for their current hockey season. This can range from \$500.00 in Initiation to \$75,000 for Midget AAA.

The manager and coach of the team can establish a proposed budget for the first parent's meeting OR the budget can be discussed and designed at the initial meeting. It is important that parents understand why a budget is created, what it is for and where the money is going. Parents are to vote on the budget and remember, majority rules, otherwise, a team may never settle on a budget for many reasons. A sample Budget Form can be found on the following webpage:

<http://www.fortsaskminorhockey.com/Coaches & Managers/CoachesInfo.htm>

Each team will need to decide if they want to fund raise or if they would prefer to pay a team fee to meet the budget requirements. This should be discussed at the first parent meeting.

Once your budget has been finalized, a copy of your team budget MUST be sent to the FSMH Treasurer.

A financial statement MUST be sent out to the parents of the team bi-monthly and the FSMH Treasurer MUST be copied on these statements also.

Rep Team Fees & Provincial Team Fees

It is the responsibility of the manager to ensure all families who have children on rep teams have registered in RAMP and payment has been made to FSMH for these fees. Once all parents have confirmed registration & rep team fees have been paid, the manager will inform the FSMH Treasurer, (currently Lynn Buhay, dlbuhay@shaw.ca) & FSMH Registrar (currently Jannie Bettac hockerox@telus.net) that their team's have registered in RAMP and paid their fees.

For those teams who enter provincials, please provide the FSMH Treasurer & President with the following:

- Team Name
- Total of payment
- Date dropped off at MSA office

Networking

Networking is healthy and has its rewards. As you begin to know other managers and share information about teams, contacts, tournaments, etc., your job becomes easier in terms of spending less time on the phone. Be truthful about your team line-up and ask questions about theirs. For example: 1st to 2nd year ratio of players; have they played a team that you have played and compare; where are they in their league, tournaments played, practices to games ratio and so on. Creating and maintaining an out of town contact list for teams outside of league play is a good idea. The list can contain the following information: coaches/manager's name, phone numbers, & e-mail addresses. If you have had an opportunity to play this team in an exhibition game, you may also want to record the score on your contact list.

Before accepting an ice slot at another venue, always ask if ice/ref's will be a shared cost or is return ice preferred.

Most importantly, always remember you are an Ambassador for Fort Saskatchewan Minor Hockey as well as the City of Fort Saskatchewan.

League Duties

For those managers who manage teams from Novice AA through to Major Midget AAA, you will be responsible for providing the league with team specific information. Examples of information that you need to provide is: head coach/assistant coach name, e-mail & phone number, manager name, e-mail & phone number, player roster. You may be responsible for entering game results onto the league website from all of your home games. Each league is slightly different in its process of doing this and you will usually receive instruction at the beginning of the season from the league governor as to how this should be handled.

Other Useful Information

As mentioned before, e-mail communication is the preferred method of communication from FSMH, to you as the manager and to the parents of your team. Build a hockey team distribution list in your e-mail account and use it to communicate any schedule changes, team updates or directives from FSMH to the parents of your hockey team.

Become familiar with the following websites. They have some valuable information on them that can help you in your role as a manager.

Fort Saskatchewan Minor Hockey	www.fortsaskminorhockey.com
Hockey Alberta Website	www.hockeyalberta.ca
Zone 2 Website	http://hazone2.com/

Contact Leanne Schmidt (LSchmidt2@dow.com or lschmidt39@shaw.ca) with the following information:
Head Coach's name, phone number and e-mail address.
Manager's name, phone number and e-mail address.

Rhonda will enter this information on the Coaches/Managers Page on the Fort Saskatchewan Minor Hockey Website

Ice Allocator

George Pietersma is the Ice Allocator for Fort Saskatchewan Minor Hockey. Contact George (ghpietersma@gmail.com) with the following information:
Coach's name and e-mail address
Manager's name and e-mail address
Level (Example, Atom AA, etc)
George will add this information to the ice distribution list.

Schedule

Practice and game ice times are allotted as per budget estimates. League schedules can change and affect ice assigned. Please inform the Ice Allocator of conflicts or changes as soon as possible. Referees are assigned as per the schedule given to you for anything marked as Game or Exhibition Game. The web schedule is a reference only but contact the Ice Allocator if you see discrepancies.

Cancellations

We need two weeks notice to cancel ice as this allows for time to solicit other users. 72 hours are required to cancel referees, but you are expected to USE ice at least as a practice. If the ice sits empty it remains on your allotment. Sometimes, due to weather, visiting teams cancel. You can still use the ice for practice.

Josephburg Ice

The ice in Josephburg must be used as scheduled. No shows will be charged 2x premium at \$105/hr for a total of \$210/hr. No shows are not acceptable and the ice must be used for practices.

Extra Ice

First round of available ice will be sent to local groups to be SOLD to them (Minor Hockey \$XX/hr, going rate) 2 weeks before. After 5 days, ice will be offered for sale to others (Edmonton, Sherwood Park, St Albert teams). If the ice is still not booked 5-6 days before the slot is available, then it will be offered to local teams at no cost.

All requests for extra ice have to be paid for. If your team has purchased extra ice, a monthly bill will be sent out. Please ensure that this bill is paid promptly. Payment can be made at the MSA office. Please make cheques payable to Fort Saskatchewan Minor Hockey.

Dressing Rooms

Inspect rooms before and after your use them. Inform the arena attendant if there is anything broken, etc. in the dressing room. Teams will be billed for any damage they incur to the dressing rooms. LOCK your room and valuables for practices or games whether at a local rink or away. You are REPRESENTATIVES of Fort Saskatchewan so please be respectful of dressing rooms and ensure that they are clean before you leave. Please forbid the use of chewing tobacco in arenas, sunflower seeds etc. Spit bottles and stained shower facilities are typical signs of chew habits.

Player Medical Forms

It is important that each player fills out a player medical form. The completed form is to be returned to the manager in a sealed envelope. The forms need to stay with the team (i.e. in the manager's binder) should they ever be needed in an emergency situation. Medical forms can be found on the FSMH website:

[http://www.fortsaskminorhockey.com/Coaches & Managers/CoachesInfo.htm](http://www.fortsaskminorhockey.com/Coaches%20&%20Managers/CoachesInfo.htm)

Injury Reports

Hockey Canada Insurance

HOW TO MAKE A CLAIM

1. Complete an accident report (copy attached)
2. Have your team official complete the team section and your doctor/dentist complete the back of the form.
3. Submit the full completed form to your branch office along with any receipts or invoices within 90 days of the date of the accident.

NOTE: Only accident report forms received in the branch office within 90 days of the date of the accident will be accepted. Forms must be completed in their entirety or the forms will be returned. Original receipts and/or invoices are acceptable. The CHA is strictly a secondary insurer. If you have access to any other type of insurance coverage (i.e employer) then you must submit to them first. The CHA covers only costs not reimbursed by your primary insurer.



HOCKEY CANADA INJURY REPORT



See reverse for mailing address

Forms must be filled out in full or form will be returned. This form must be completed for each case where an injury is sustained by a player, spectator or any other person at a sanctioned hockey activity.

CLAIMS MUST BE PRESENTED WITHIN 90 DAYS OF INJURY. INJURY DATE: ___/___/___

INJURED PARTICIPANT: Player Team Official Game Official Spectator

Name: _____ Birthdate: ___/___/___ Sex: (M) (F)

Address: _____ City/ Town _____

Province: _____ Postal Code: _____ Phone: (____) _____

Parent/Guardian: _____

DIVISION:

- Initiation Novice Atom PeeWee
- Bantam Midget Juvenile

CATEGORY:

- AAA AA A B BB C CC
- D DD E House Major Junior Minor Junior
- Senior Adult Rec. Other _____

BODY PART INJURED: * visit the Hockey Canada web-site for an optional questionnaire *

- | | | | | | | | | | |
|---|---|--|--------------------------------|--------------------------------|--------------------------------|--------------------------------|-------------------------------|--------------------------------|--------------------------------|
| Head | Back | Trunk | Arm | <input type="checkbox"/> Left | <input type="checkbox"/> Right | Pelvis | Leg | <input type="checkbox"/> Left | <input type="checkbox"/> Right |
| <input type="checkbox"/> Eye Area <input type="checkbox"/> Face | <input type="checkbox"/> Neck <input type="checkbox"/> Ribs | <input type="checkbox"/> Shoulder <input type="checkbox"/> Hand/Finger | <input type="checkbox"/> Hip | <input type="checkbox"/> Thigh | <input type="checkbox"/> Foot | <input type="checkbox"/> Groin | <input type="checkbox"/> Knee | <input type="checkbox"/> Toe | |
| <input type="checkbox"/> Throat <input type="checkbox"/> Dental | <input type="checkbox"/> Upper <input type="checkbox"/> Chest | <input type="checkbox"/> Upperarm <input type="checkbox"/> Forearm/Wrist | <input type="checkbox"/> Groin | <input type="checkbox"/> Knee | <input type="checkbox"/> Toe | <input type="checkbox"/> Groin | <input type="checkbox"/> Knee | <input type="checkbox"/> Toe | |
| <input type="checkbox"/> Skull | <input type="checkbox"/> Lower <input type="checkbox"/> Abdomen | <input type="checkbox"/> Elbow <input type="checkbox"/> Collarbone | <input type="checkbox"/> Groin | <input type="checkbox"/> Shin | <input type="checkbox"/> Other | <input type="checkbox"/> Groin | <input type="checkbox"/> Shin | <input type="checkbox"/> Other | |

NATURE OF CONDITION:

- Concussion Laceration Fracture Sprain Strain
- Contusion Dislocation Separation Internal Organ Injury

ON-SITE CARE: On-Site Care Only Refused Care

- Sent to Hospital, by: Ambulance Car

INJURY CONDITIONS: Name of arena/ location: _____

- Exhibition/Regular Season Playoffs/Tournament Practice Try-outs Other
- Warm-up Period #1 Period #2: Period #3 Overtime # _____
- Dry Land Training Gradual Onset Other Sport Other: _____

Was the injured player in the correct league and level for their age group? Yes No

Was this a sanctioned Hockey Canada hockey activity? Yes No

CAUSE OF INJURY:

- Hit by Puck Collision with Boards Non-Contact Injury
- Hit by Stick Collision on Open Ice Collision with Opponent
- Fall on Ice Checked From Behind Collision with Net
- Fight Blindsiding

LOCATION:

- Defensive Zone Offensive Zone Neutral Zone
- Behind the Net 3 ft. from boards Spectator Area
- Parking Lot Dressing Room Bench
- Other: _____

WEARING WHEN INJURED:

- Full Face Mask Intra-Oral Mouth Guard
- Half Face Shield/Visor Throat Protector
- Helmet/No Face Shield No Helmet/No Face Shield
- Short Gloves Long Gloves

ADDITIONAL INFORMATION:

- Has the player sustained this injury before? Yes No
- If "Yes" how long ago _____
- Was a penalty called as result of the incident? Yes No
- Estimated Absence from hockey? 1 week 1-3 weeks 3+ weeks

DESCRIBE HOW ACCIDENT HAPPENED:
(Attach page if necessary)

I hereby authorize any Health Care Facility, Physician, Dentist or other person who has attended or examined me/my child, to furnish Hockey Canada any and all information with respect to any illness or injury, medical history, consultation, prescriptions or treatment and copies of all dental, hospital, and medical records. A photostatic/electronic copy of this authorization shall be considered as effective and valid as the original.

Signed: _____ Date: _____
(Parent/Guardian if under 18 years of age)

TEAM INFORMATION: (To be completed by a Team Official)

Association: _____ Team Name : _____

Team Official (Print): _____ Team Official Position: _____

Signature: _____ Date: _____

HEALTH INSURANCE INFORMATION:

THIS MUST BE FILLED OUT IN FULL OR FORM PROCESSING WILL BE DELAYED

Occupation: Employed Full-time Employed Part-time Unemployed Full-Time Student

Employer (If minor, list parent's employer): _____

1. Do you have provincial health coverage? Yes No Province: _____
2. Do you have other insurance? Yes No (IF "YES", PLEASE SUBMIT CLAIM TO YOUR PRIMARY HEALTH INSURER)
3. Has a claim been submitted? Yes No (IF "YES", PLEASE FORWARD PRIMARY INSURER EXPLANATION OF BENEFITS)

Make Claim Payable To: Injured Person Parent Team Other: _____

Branch APPROVAL

PHYSICIAN'S STATEMENT

Physician: _____ Address: _____ Tel: (____) _____

Name of Hospital / Clinic : _____ Address: _____

Nature of Injury: _____ Date of First Attendance: ____/____/____

_____ Claimant will be totally disabled:

_____ From: _____ To: _____

Is the injury permanent and irrecoverable? No Yes

Give details of injury (degree): _____

Prognosis for recovery : _____

Did any disease or previous injury contribute to the current injury? No Yes (describe): _____

Was claimant hospitalized? No Yes (give hospital name, address and date admitted): _____

Names and addresses of other physicians or surgeons, if any, who attended claimant: _____

I certify that the above information is correct to the best of my knowledge,
Signed: _____ Date: _____

DENTIST'S STATEMENT Limits of coverage: \$1,000 per tooth, \$2,000 per accident
Treatment must be completed within 52 weeks of accident

	UNIQUE NO. SPEC. PATIENT'S OFFICIAL ACCOUNT NO.	I HEREBY ASSIGN MY BENEFITS PAYABLE FROM THIS CLAIM DIRECTLY TO THE NAMED DENTIST AND AUTHORIZE PAYMENT DIRECTLY TO HIM/HER
P LAST NAME GIVEN NAME A _____ T _____ I ADDRESS APT. E _____ N _____ T CITY PROV. POSTAL CODE	D E N T I S T PHONE NO.	SIGNATURE OF SUBSCRIBER

FOR DENTIST'S USE ONLY – FOR ADDITIONAL INFORMATION, DIAGNOSIS, PROCEDURES, OR SPECIAL CONSIDERATION.

I UNDERSTAND THAT THE FEES LISTED IN THIS CLAIM MAY NOT BE COVERED BY OR MAY EXCEED MY PLAN BENEFITS. I UNDERSTAND THAT I AM FINANCIALLY RESPONSIBLE TO MY DENTIST FOR THE ENTIRE TREATMENT.

I ACKNOWLEDGE THAT THE TOTAL FEE OF \$ _____ IS ACCURATE AND HAS BEEN CHARGED TO ME FOR SERVICES RENDERED.

I AUTHORIZE RELEASE OF THE INFORMATION CONTAINED IN THIS CLAIM FORM TO MY INSURING COMPANY/PLAN ADMINISTRATOR.

DUPLICATE FORM

SIGNATURE OF (PATIENT/GUARDIAN)

OFFICE VERIFICATION

DATE OF SERVICE DAY / MO. / YR.	PROCEDURE	INITIAL TOOTH CODE	TOOTH SURFACE	DENTIST'S FEE	LAB CHARGE	TOTAL CHARGE

THIS IS AN ACCURATE STATEMENT OF SERVICES PERFORMED AND THE TOTAL FEE DUE AND PAYABLE & OE.
NOTE: All benefits subject to insurer payor status, provisions of the policy, Hockey Canada sanctioned events.

**TOTAL FEE
SUBMITTED**

Mail completed form to:
Hockey Alberta
1-7875- 48th Ave., Red Deer, AB T4P 2K1
Phone: 403-342-6777 Fax: 403-346-4277

Hosting Tournaments

Level Directors will forward tournament information, which includes a complete ice schedule for the appropriate tournament to the coach and/or manager. A Tournament Coordinator will need to be assigned. For rep hockey teams (A, AA, AAA) this is generally the manager. The manager will require volunteers from the team to help with the coordination of the tournament. This can include assigning a raffle table coordinator, volunteer coordinator/scheduler, etc. Assistance from all parents is required for the tournament.

For house league teams, a Tournament Coordinator will be assigned. Each house league team **MUST** provide 2 Tournament Representatives, who will act as a liaison between the Tournament Coordinator and their team. Tournament Representatives may require the assistance of the manager at times to ensure that all volunteer requirements are being fulfilled. Assistance from all parents is required for the tournament.

Tournament sanction permits need to be posted during the tournament. All game sheets from tournaments (hosted or attended) must be faxed to Jan Bettac, Zone 2 Travel and Discipline Coordinator.

Co-Ed Dressing Rooms

The following is Hockey Alberta and Hockey Canada's Policy on Co-Ed dressing rooms:

1. From Atom and down mixed genders may change in the same room at the same time with the presence of two adults.
2. Players Peewee and higher may not change in the same room at the same time.
3. It is the responsibility of the coach to ensure all are involved in both the pre-game and post game activities.
4. When separate facilities exist for both male and female participants, males and females shall make sure of these separate facilities.
5. If the facility does not have separate changing areas available, players shall address the issue by dressing, undressing and showering in shifts. It is the responsibility of the team to provide a plan that will ensure the safety and privacy of individual players when they are dressing, undressing and showering.
6. An individual team must keep a written record of any relaxation of or deviation from this policy.
7. It is recommended that every Minor Hockey Association adopt this policy.

Travel Permits

Travel Permits are obtained through Dale Nisbet (e-mail drnisbet@telusplanet.net). Dale is responsible for:

1. The issuance of all travel permits within the FSMH.

Manager Responsibility:

1. Apply for travel permit by contacting Dale with the following information:

- Date of game
- Location of game
- Level
- Number of games
- Playing or hosting out of province or out of country teams. Contact Dale for more details.

Travel permits are required for all exhibition games and tournaments outside of Zone 2. If you are unsure whether the team you are playing against is in Zone 2, please contact Dale. Better to err on the side of caution!

In order to play out of the Zone, the following conditions and responsibilities must be strictly adhered to.

1. A minimum of **72 hours** notice prior to travel must be given in order to apply for a travel permit.
2. Teams must have permission before playing exhibition or tournament games out of the Zone.
3. The actual permit or facsimile must be carried with you. This includes travel for out of province. You may be asked to produce the permit in order to play the game.
4. Exhibition or tournament games must not conflict with Provincial commitments. If these games interfere with any league commitments, it is your responsibility to re-schedule them and notify the League Governor.
5. All Match Penalties must be reported to respective Zone Chairperson or designate.
6. Teams must adhere to Minor Hockey Tournament and Exhibition Game Regulations.
7. Teams caught playing out of the zone without permits may face suspension from Hockey Alberta.

TRAVEL

Jan Bettac is the Hockey Alberta Zone 2 Discipline Coordinator. Fax # 1- 888-307-8129. Below is a communication regarding Travel Permits, Discipline & Tournament Sanction Permits

Whenever a team travels out of the zone they reside in they must acquire a travel permit, through their LMHA, from the Zone Discipline, Travel, and Tournament Coordinator prior to traveling. This will ensure that the players and team officials of the team are covered under the Hockey Canada Insurance Program. The permits are no cost and are granted with the following conditions:

- Teams must have permission from Hockey Alberta and the LMHA before playing exhibition or tournament games.
- Exhibition or tournament games will not conflict with any Branch commitments.
- Teams will adhere to Minor Hockey Tournament 12.0 and 12.2 and Exhibition Game 11.0 Regulations as set out by Hockey Alberta. (See pages 104-106 of the Hockey Alberta Bylaws and Regulations 2007-2008)
- All game sheets must be faxed to Jan (1-888-307-8129) within 24 hours of the completion of the exhibition or tournament games.
- With each and every travel permit that is approved, the following statement is sent back with the approval notice: "Please ensure that a copy of the game sheet is faxed to **1-888-307-8129** within 24 hours of the completion of the exhibition game. A copy of this e-mail is to be given, along with the travel permit, to the team official of the traveling team."
- It is very important that Jan gets the copies faxed back to him within the time mentioned. There have been cases where game sheets from exhibition or tournament games have not been received within the time mentioned and a suspendable infraction has occurred.
- Failure to comply with the above regulations could mean refusal for future travel permits.

TOURNAMENT SANCTION PERMITS

Every Minor Hockey Tournament must secure a tournament sanction prior to the tournament. It may be secured by contacting your LMHA representative who looks after online travel/tournament requests who will then make application for the permit. Conditions of the approved sanction are as follows:

- The association will adhere to Minor Hockey Tournament Regulations 12.0 and 12.2 as set out by Hockey Alberta. (See pages 104-106 of the Hockey Alberta Bylaws and Regulations 2007-2008)
- When a suspendable offence occurs involving a Player or Team Official, a copy of the official game report with all necessary supporting evidence, i.e. Ref Report, shall be faxed to 1-888-307-8129 immediately following the completion of that game.
- All associations will adhere to Minor Hockey Minimum Suspensions Regulation 13.3 as set out by Hockey Alberta. (See pages 111-115 of the Hockey Alberta Bylaws and Regulations 2007-2008 of see attached). Remember these are only minimum suspensions.
- The tournament will strictly adhere to "Hockey Canada Special Regulation Q Hockey Tournament Regulation", plus any additional and/or regulations deemed necessary by the Branch governing such tournaments. (Any deviation from Regulation Q must accompany the application.)
- Tournaments must not conflict with any Hockey Alberta Provincial Playoffs.

- Canada players' registration certificate or Hockey Alberta Team sheet. Teams may use affiliated players provided the affiliation has been filed and approved by HA. The team must produce such registration for inspection by the Tournament Chairperson. Any discrepancies must be reported by the Tournament Chairperson.
- A copy of all tournament game sheets and Ref reports must be faxed to 1-888-307-8129 within 24 hours of the completion of the tournament. The following is sent with each and every tournament sanction approval "Please ensure that copies of all game sheets are faxed to 1-888-307-8129 within 24 hours of the completion of the tournament. Any game sheets with suspendable infraction are to be faxed along with the Ref report immediately following the completion of that game. A copy of this e-mail is to be given, along with the permit, to the tournament contact person."
- Failure to comply with the above regulations could me refusal for future tournaments for your association.

SUSPENSION PROCEDURES

All Minor Hockey Associations and there teams will adhere to Regulations 13.0 DISCIPLINE, 13.1 FINES-MINOR HOCKEY, 13.2 MINOR HOCKEY SUSPENSION PROCEDURES 2007-2008 (13.2.0 thru 13.2.28) and 13.3 MINOR HOCKEY MINIMUM SUSPENSIONS (13.3 thru 13.8) as set out by Hockey Alberta Bylaws and Regulations 2007-2008 (pages 107-115). Also see attached Suspension Procedures: Hockey Alberta Responsibilities, League Responsibilities, and Minimum Suspensions.

All Exhibition, Tournament, and Provincial Playoff game sheets, with suspenable offenses, are to be faxed to 1-888-307-8129 immediately following the completion of that game along with all supporting evidence (i.e. Ref Report).

When a Player or Team Official receives a suspension, the suspension will be served in the next consecutive League, Tournament, or Provincial Playoff games. Exhibition games do not count as served games.

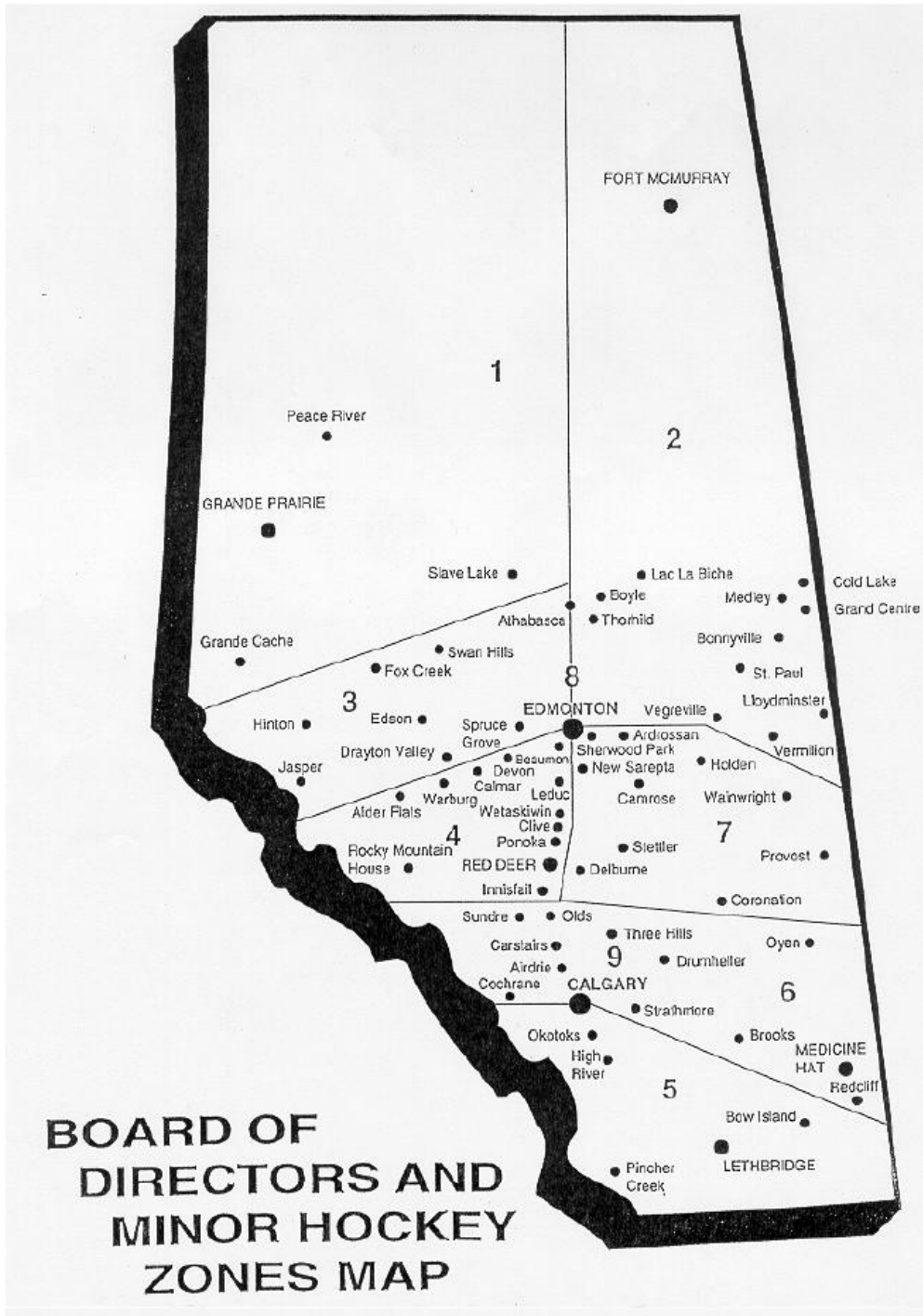
Copies of game sheet to show that the suspension has been served also must faxed to 1-888-307-8129. Failure to do so will constitute that the suspension has not been served which could result in further suspensions to the Team Official(s). Please ensure that this is being followed.

A good rule of thumb to use is "WHEN IN DOUBT, SIT OUT" to avoid further repercussions.

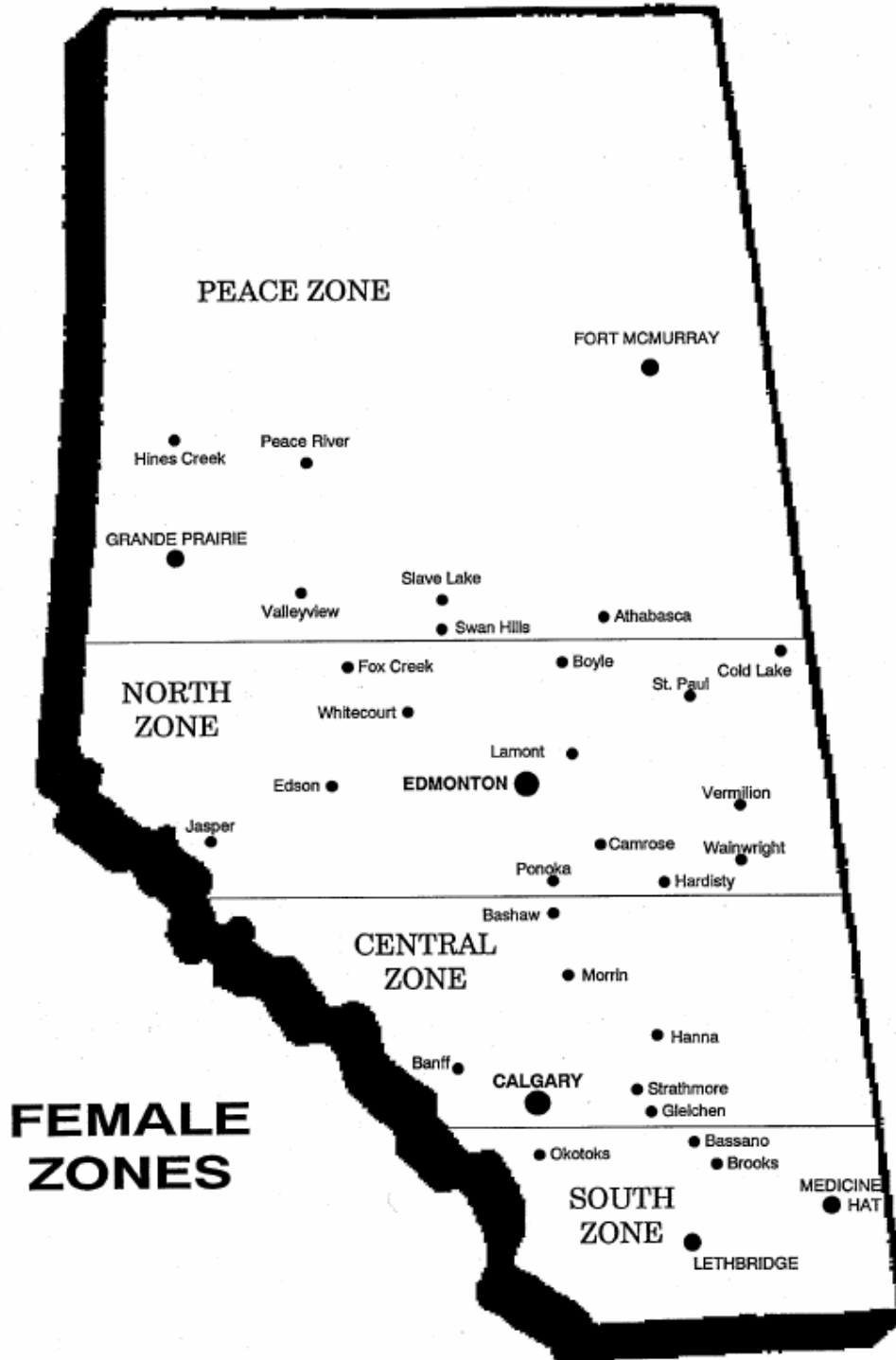
Should you have any questions or concerns, please feel free to contact Jan any time.

Jan Bettac, HA Zone 2
 Discipline / Travel / Tournament Coordinator
 Ph: (780) 992-0605
 Fax: 1-888-307-8129
 e-mail jjbettac@telus.net

Zone Map



Female Hockey Zone Map



Fort Saskatchewan Minor Hockey Contacts:

President:	Paul Garbiar	pgarbiar@edmontonairports.com
Ice Allocator:	George Pietersma	ghpieter@telusplanet.net
Travel Permits	Dale Nisbet	drnisbet@telus.net
Registrar	Jannie Bettac	hockerox@telus.net

For a complete listing of the Executive and Level Directors

www.fortsaskminorhockey.com/Executive.htm

www.fortsaskminorhockey.com/Directors.htm

FSMH Problem Solving Protocol

Undoubtedly a variety of problems and situations may arise during the Hockey season that requires some form of resolution. A large amount of these problems are directed to the FSMH Executive to resolve, even before a concerted attempt is made at the team level. It is our goal to have issues resolved at the lowest level possible and keep the lines of communication open.

Quite often a fear of confrontation is compounded by the assumption that the other party will be unwilling to listen to your concerns. To this end we have developed a Problem Solving Protocol that can be followed for most incidents that you will encounter throughout the hockey season. Each step must be completely explored before proceeding to the next step in the process. Should you try and skip a step in the process, you will be asked to go back and complete it prior to advancing to the next step. Remember, open communication and willingness to resolve the issue is needed from all sides in order for this to work (try and see the other person's point of view).

In all cases, even in the early stages, it is essential that every party involved document their participation in the process and the efforts made to resolve an issue. Without proper documentation it makes it difficult to lend credibility to the complaint. Also a record will then be available in case more problems arise in the future. The documentation should contain a time, date, and place of the events, names of the parties involved and names of any witnesses. Also of major importance is the specific outline of the exact problem/issue, the desired outcome or resolution you are looking for, and any attempts made to reach that outcome/resolution.

STEP 1

24 Hour Rule - the 24 hour rule requires that you wait for 24 hours before you bring forth a concern. This rule has become very useful in providing you with an opportunity to review the matter with a level head. Input from other family members can be sought to ensure that your perception of the events are accurate, especially if it pertains to your player. What you perceive from the stands may not be what is perceived by your player and he/she may be able to clarify the issue. As noted above, it is suggested that you document your concerns. Even if you choose to ignore the issue at this time, a record of the incident may be required at a future date should the action repeat itself.

FSMH Problem Solving Protocol, Continued

STEP 2

CONTACT THE Parent Liaison and Manager -the Parent Liaison's role is to present the parents concerns to the Head Coach and schedule a meeting between the Head Coach (and members of the staff if warranted) and the parents at least 24 hours after the incident occurred. This allows both parties to cool down, so that the problem can be dealt with rationally

A Parent Grievance form will be need to be filled out. This form will be provided to you by the Parent Liaison or Manager. Following this procedure allows for parents to present their concerns to the head coach in a structured format. Important notes regarding the Parent Liaison:

- Parent Liaison only brings grievances to the Head Coach if the parent wants a meeting.
- Grievances must be about your child. Grievances about, or between, parents, or made on behalf of another child will not be acted upon. All grievances must be reported within 7 days of the incident.
- Anonymous grievances will not be acted upon.
- Grievances are to be in writing. The form will be provided to you by the Parent Liaison or Team Manager and submitted to the Parent Liaison.
- Parent Liaison arranges the meeting and takes notes during the meeting. The manager will also be present at the meeting to ensure all proper problem solving protocol is followed. The Liaison has the authority to terminate the meeting if no progress is being made or the meeting becomes confrontational.
- The Parent Liaison will also communicate any team strategy changes that the coaching staff is implementing. This will help diffuse any situations in the stands with parents, should they not understand the change in direction of the team

Should the Manager or Parent Liaison be involved in the concern, then it is suggested that a three person committee, consisting of parents from the team, be formed to facilitate this meeting. It is felt that in most cases the matter will be a team concern or at least be known to the team members and that by involving the parents in such a committee would not breach confidentiality. Note: a personality conflict with the parent liaison or manager is not an excuse to circumvent this step. You may not always be happy with the team staff chosen to help operate your players' team for the season; however, they are responsible/accountable to the executive to ensure the smooth operation of the team. Ultimately it will be the responsibility of the team manager to document the events and maintain a copy of the team file. It is suggested that a copy also be provided to the interested parties at the time of resolution to ensure that they concur with the details on the report. Should the matter need to be referred to the next level, then a copy of the record can be presented to the Director of the division involved. Again, documentation of process is essential for continuity of the concern and in the event that it does not get resolved.

STEP 3

Seek the assistance of the Division Director - should the matter fail to be resolved at the team level, then it should be referred to the Director of the division involved. All documentation must be provided so that an assessment of the attempts at prior resolution can be made. Should a situation reach this level in the process, a record of the events will be created and maintained with FSMH. Should the Director determine that some part of this process was overlooked, then the matter will be referred back to the level in the process that was missed.

The Director will consult with the player and/or coach, depending on the parties involved in the incident. The Director will try to come up with a course of action that will put closure to the matter. The use of an arbitrator may be necessary to try and bring the parties together to find some common ground. The Director will provide a written account and details of the final resolution to the parties involved and place same on file with FSMH.

STEP 4

Refer matter to the Level V.P. - After all of the other avenues have been exhausted, the matter will be referred to the level Vice President to determine what disciplinary action is necessary. All documentation must be provided to the level V.P. to determine that the process was followed and solutions attempted. If it is determined that a step in the process was missed or that a possible solution overlooked, the matter will be referred back to the lowest level suitable to handle the situation.

Coaches Package 2010/11

The manager and head coach work together during the season to ensure the season runs as smoothly as possible. A number of duties sometimes have shared responsibility. The FSMH Coaches Package outlines the duties/responsibilities of the head coach and will help each manager understand the direction/duty of the head coach.

<http://www.fortsaskminorhockey.com/Coaches & Managers/CoachesInfo.htm>

Document History

Original approval This document was originally issued and approved by: L. Buhay/J. Bettac
Fort Saskatchewan Minor Hockey Treasurer/Registrar Date: 22 Oct 2007

Review history This document shall be periodically reviewed to ensure that it is valid and current.
The following information lists at least the last two reviews and all reviews that were done in the last 12 months.

Date	Reviewed by	Comments
06 May 2010	R. Mak	Document reviewed.
18 Jun 2009	R. Mak	Document reviewed.
11 Sep 2008	R. Mak	Document reviewed.

Revision process This document will be reviewed annually along with the FSMH Policies and Procedures.

Revision history The following information documents at least the last two changes to this document, with all the changes listed for the last 12 months.

Date	Approved by	Description of changes
20 Oct 2011	L. Buhay	Updated contact names, made minor changes to manager duties, removed H1N1 information
15 Sep 2010	L. Buhay	Updated webpage links & added information on Josephburg ice.
06 May 2010	L. Buhay	Added more detail to treasurer's duties
08 Sept 2009	L. Buhay	Added H1N1 information
18 Jun 2009	L. Buhay	Updated information on Parent Liaison, leagues and duties
11 Sep 2008	L. Buhay	Updated name of new Zone 2 Travel & Discipline Coordinator. Minor wording changes
