



Fort Zumwalt North Hockey Club

Policies & Procedures Manual

Version 2.0

Adopted: August 19, 2026

Effective: August 19, 2026

Approved by the Board of Directors



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How to Use This Manual

This Policies & Procedures Manual is intended to provide operational guidance for the Fort Zumwalt North Hockey Club. It is designed to assist the Board of Directors, coaches, team managers, volunteers, and members in the consistent administration of Club programs.

This Manual is not intended to replace the Club's Bylaws. The Bylaws establish the governance of the Club, while this Manual outlines the procedures used to administer the Club's daily operations. In the event of a conflict between this Manual and the Bylaws, the Bylaws shall govern.

Because operational needs may change over time, this Manual may be revised by the Board of Directors as provided in Section 1.5.

Club Organizational Structure

The Fort Zumwalt North Hockey Club operates under the following leadership structure:

Board of Directors

- Governs the Club
- Establishes policies
- Provides financial and administrative oversight



Hockey Manager (if appointed)

- Supports coaches
- Coordinates hockey-related administration
- Assists the Board with hockey operations



Head Coaches

- Responsible for all hockey operations for their assigned team



Team Managers (if appointed)

- Support the Head Coach with team administration and logistics

If a Hockey Manager is not appointed, those responsibilities remain with the Board of Directors.

If a Team Manager is not assigned, those responsibilities are assumed by the Hockey Manager or, if no Hockey Manager is appointed, by the Board of Directors.



Section 1 - Definitions

For purposes of this Manual, the following definitions shall apply:

Board

The elected Board of Directors of the Fort Zumwalt North Hockey Club.

Club

The Fort Zumwalt North Hockey Club.

Member

Any individual participating in or representing the Club, including but not limited to:

- Players
- Hockey Manager
- Parents and guardians
- Board members
- Coaches
- Volunteers
- Team Managers
- Any other individual participating in or representing the Club

Where this Manual refers to Members, it applies to all individuals listed above unless otherwise specified.

Head Coach

The individual appointed by the Board to oversee hockey operations for an assigned team.

Hockey Manager

A Board-appointed volunteer responsible for supporting hockey-related administration and assisting the Board with the coordination of Club hockey programs. If no Hockey Manager is appointed, those responsibilities remain with the Board of Directors.

Team Manager

A volunteer who assists the Head Coach with team administration, communications, and logistics.

Codes of Conduct

The Player Code of Conduct, Parent & Spectator Code of Conduct, Coach Code of Conduct, and any other conduct standards adopted by the Board and acknowledged through the Club's registration process



Section 2 – GOVERNANCE

2.1 Purpose

This Manual provides operational guidance for the Fort Zumwalt North Hockey Club. It supports the Club's Bylaws by establishing consistent procedures for the administration of Club programs.

If a conflict exists between this Manual and the Club's Bylaws, the Bylaws shall govern.

2.2 Board Responsibilities

The Board is responsible for the overall administration and oversight of the Club.

Board responsibilities include:

- Adopting and maintaining Club policies.
- Approving the annual budget and registration fees.
- Hiring and overseeing coaching staff.
- Managing Club finances.
- Maintaining appropriate insurance.
- Ensuring compliance with applicable governing organizations.
- Supporting a safe, positive, and well-organized environment for all participants.

The Board governs the Club but does not participate in player evaluations, team selection, playing time, or other hockey operations delegated to the coaching staff.

2.3 Committees

The Board may establish standing or temporary committees to assist with Club operations.

Committees may include, but are not limited to:

- Registration
- Fundraising
- Sponsorship
- Equipment
- Communications
- Events
- Volunteer Coordination

Committee Chairs report to the Board and are responsible for carrying out the duties assigned to their committee.



2.4 Policy Review

This Manual is intended to be a living document.

The Board may adopt, revise, or repeal policies contained in this Manual by a majority vote at any properly called Board meeting where a quorum is present.

The Manual should be reviewed periodically to ensure it remains consistent with the Club's Bylaws and operational needs.

2.5 Document Management

The Board is responsible for maintaining the Club's governing and operational records.

These records include, but are not limited to:

Bylaws	Registration records
Policies & Procedures Manual	Insurance documents
Board meeting minutes	Contracts and agreements
Financial records	Governing organization correspondence

Club records should be maintained in a secure location and transferred to future Boards during leadership transitions.



Section 3 - Board Elections

The annual Board election shall be administered in accordance with the Club's Bylaws.

3.1 Candidate Eligibility

Before placing a nominee on the ballot, the current Board shall verify that the nominee:

- Is a General Member in Good Standing;
- Has a current player participating in the Fort Zumwalt North Hockey Club;
- Is not currently serving as a Club coach;
- Meets the requirements applicable to parents of graduating seniors; and
- Meets all other eligibility requirements established by the Bylaws.

No more than two elected Board positions may be filled by parents whose only current Club player is a graduating senior.

3.2 Nominations

The Board shall establish and communicate a nomination period before the annual election.

Individuals interested in serving on the Board must submit their nomination to the Board before the nomination deadline.

The Board may request reasonable candidate information for distribution to the General Membership, such as:

- Candidate name;
- Connection to the Club;
- Brief background;
- Reason for seeking Board service; and
- Other information the Board determines appropriate and consistent for all candidates.

The Board shall provide candidate information to the General Membership before voting begins.

3.3 Voting

The annual election shall be completed no later than March 15.

Voting may take place electronically, in person at a membership meeting, or through another Board-approved method consistent with the Bylaws.

All voting shall be confidential.

The current Board shall oversee the election process, verify eligible votes, and tally the results.

The seven eligible candidates receiving the highest number of votes shall be elected, subject to the senior-parent limitation contained in the Bylaws.

Any tie affecting the outcome of the election shall be resolved in accordance with the Bylaws.



3.4 Election Notification

Once voting has closed and the results have been verified, the current Board shall:

- Notify the individuals elected to the incoming Board; and
- Announce the newly elected Board members to the Club membership.

The incoming Board shall assume office on April 1, consistent with the existing one-year Board term in your current bylaws. Your current draft already establishes Board terms from April 1 through March 31



Section 4 - Registration & Eligibility

4.1 Registration

The Fort Zumwalt North Hockey Club will establish registration periods each season as approved by the Board.

Registration will be completed through the Club's approved registration platform.

A player's registration is not considered complete until:

- All required registration information has been submitted.
- Registration requirements have been completed.
- Any required deposits or initial payments have been received.
- All applicable governing organization registration requirements have been satisfied.
- Registration dates, fees, and deadlines will be communicated before registration opens.

4.2 Crossbar Registration

The Club uses Crossbar as its official registration and member management platform.

Crossbar is used to:

- Register players.
- Collect player and parent information.
- Process registration payments.
- Manage payment plans, when offered.
- Collect required registration acknowledgments.
- Communicate with members.
- Manage team rosters and schedules.

The Board may designate one or more Crossbar Administrators to manage the system.

4.3 Player Eligibility

Players must meet all eligibility requirements established by the Club and the applicable governing organization before participating.

Eligibility requirements may include:

School attendance or residency requirements.

Age eligibility.

Financial obligations to the Club.

The Club may request documentation necessary to verify eligibility.

Completion of all required registration information.

Compliance with applicable governing organization requirements.



4.4 Governing Organization Registration

Participants must meet the registration and eligibility requirements of the applicable governing organization before participating in Club activities.

This may include:

- USA Hockey registration for ice hockey programs.
- Missouri Inline Hockey Association (MOIHA) registration for inline hockey programs.
- Any additional registration or eligibility requirements established by the applicable governing organization.

Participants are responsible for maintaining their eligibility throughout the season.

4.5 Registration Requirements

The Club may require Members to provide information or complete acknowledgments during registration, as applicable.

Registration requirements may include:

- Emergency contact information.
- Medical information.
- Applicable Codes of Conduct.
- Liability and participation waivers.
- Media or photo release, if utilized by the Club.
- Other Board-approved registration requirements.

All registration requirements must be completed before registration is considered complete.



Section 5 – Team Formation & Player Evaluations

5.1 Player Development Philosophy

The Fort Zumwalt North Hockey Club is committed to providing a positive, competitive environment that promotes player development, teamwork, sportsmanship, and a lifelong love of hockey.

The Club strives to place each player in an environment where they can continue to develop their skills while contributing to the success of their team.

5.2 Player Evaluations

The Club will conduct player evaluations as needed to assist in team formation.

The Board will announce evaluation dates, registration requirements, and evaluation procedures before the start of each season.

Players must complete all registration requirements before participating in evaluations.

Evaluations may consider:

- Skating ability
- Hockey skills
- Hockey IQ
- Positional play
- Effort and compete level
- Coachability
- Team needs
- Overall roster composition

Evaluation methods may vary based on the program, age level, and number of participants.

5.3 Team Formation

The Club may sponsor Varsity, Junior Varsity, Development, Junior High (Inline), and other Board-approved programs based on:

- Player participation
- Coaching availability
- League participation
- Available facilities and resources
- Competitive balance
- The best interests of the Club

Team formation is determined by the coaching staff following player evaluations.

The Board provides administrative oversight but does not determine player placement.



5.4 Varsity Team

The Varsity Team represents the Club's highest level of competition.

If the Club does not field a Varsity Team during a season, the policies in this section shall apply to the highest-skilled team sponsored by the Club.

The Varsity program is a play-to-win program. Coaches are expected to make decisions they believe are in the best interest of the team and its competitive success.

Players selected to the Varsity Team are not guaranteed equal playing time or game ice time. Playing time is determined by the coaching staff based on factors including, but not limited to:

- Player performance
- Attendance
- Effort
- Team needs
- Game situation
- Opponent
- Player availability
- Other factors deemed appropriate by the coaching staff

Players and families should understand that roster placement on the Varsity Team does not guarantee participation in every game or equal ice time.

5.5 Junior Varsity Team

The Junior Varsity Team provides competitive playing opportunities while continuing to develop players for future varsity participation.

The Club may sponsor a Junior Varsity Team when participation, coaching, league opportunities, and resources allow.

Player placement is determined by the coaching staff based on evaluations and overall team composition.

5.6 Development Team

The Development Team is designed to provide additional opportunities for player development in a structured and competitive environment.

The primary focus of the Development Team is skill development and preparing players for future advancement within the Club.

The Development Team may:

- Practice independently or alongside other Club teams when appropriate.
- Participate in games, scrimmages, or tournaments.
- Provide additional opportunities for player development.

Players may be called up to Junior Varsity or Varsity teams based on:

- Coach evaluation
- Player readiness
- Team needs
- Player eligibility

Participation on the Development Team does not guarantee future placement on another Club team.



5.7 Junior High (JH) Inline Teams

The Junior High (JH) Inline Program provides middle school student-athletes with an opportunity to develop their hockey skills while competing in organized inline hockey.

The Club may sponsor one or more Junior High teams based on:

- Player participation
- League participation
- Program needs
- Coaching availability
- Available facilities

The Junior High program is intended to:

- Develop hockey skills.
- Promote teamwork and sportsmanship.
- Prepare players for future participation in the Club's high school hockey programs.
- Provide a positive and competitive experience for all participants.

Player placement is determined by the coaching staff based on evaluations, roster composition, and the overall needs of the program.

5.8 Team Offers & Acceptance

Following team formation, the Club will extend roster offers to selected players.

Offers will generally include:

- Team placement
- Program fees
- Acceptance deadline
- Registration instructions
- Payment information
- Additional season information, as applicable

Failure to accept an offer by the stated deadline may result in the roster position being offered to another player.

Acceptance of a roster offer constitutes a commitment to participate in the selected program and comply with the Club's Bylaws, this Manual, and applicable Codes of Conduct.

5.9 Player Movement

The coaching staff may move players between Club teams when it is in the best interest of the player and the Club.

Player movement may include:

- Development Team to Junior Varsity
- Development Team to Varsity
- Junior Varsity to Varsity
- Temporary call-ups
- Other roster adjustments as determined by the coaching staff



5.10 Goaltenders

Goaltenders will be evaluated using criteria appropriate for the position.

The coaching staff may consider:

- Skill level
- Team composition
- Overall program needs
- Development needs
- Playing opportunities

5.11 Coach Authority

The coaching staff is responsible for all hockey operations, including:

- Player evaluations
- Team selection
- Team placement
- Player movement
- Call-ups
- Playing time
- Practice planning
- Game strategy
- Systems of play
- Player development

The Board provides administrative oversight but does not participate in hockey operations decisions except as provided in the Club's Bylaws.



Section 6 - Coaches & Hockey Operations

6.1 Coach Selection

The Board is responsible for selecting and approving the Head Coach for each Club program.

Head Coaches may recommend Assistant Coaches for Board approval.

Coaching appointments are made annually based on the needs of the Club.

6.2 Coaching Requirements

All coaches must meet the requirements established by the applicable governing organization before participating in Club activities.

Requirements may include:

- USA Hockey coaching requirements (Ice Hockey)
- Missouri Inline Hockey Association (MOIHA) requirements (Inline Hockey)
- SafeSport training
- Background screening
- Any additional certifications or training required by the governing organization or the Club

Coaches are responsible for maintaining all required certifications and eligibility throughout the season.

6.3 Coach Responsibilities

Coaches are expected to:

- Provide a safe, positive, and competitive environment.
- Promote player development and sportsmanship.
- Treat players, families, officials, opponents, volunteers, and Club representatives with respect.
- Communicate team expectations clearly and professionally.
- Support the mission, values, and policies of the Club.
- Comply with the Club's Bylaws, Policies & Procedures Manual, and the requirements of the applicable governing organization.



6.4 Directors Serving as Coaches

A Director may serve as an unpaid Assistant Coach when the Director is the parent or legal guardian of a current Club player and otherwise meets the eligibility requirements established by the Bylaws.

Paid coaches may not serve on the Board of Directors.

When a Director also serves as an unpaid Assistant Coach:

- The Head Coach retains final authority over hockey operations.
- The Director/Assistant Coach will not participate in player evaluations or evaluation scoring.
- Player evaluations will be conducted by the Head Coach and any other appropriate non-Director evaluators selected by the Head Coach.
- The Director/Assistant Coach will not use their Board position to influence team selection, roster placement, playing time, player movement, call-ups, or other hockey operations.
- Any conflict of interest must be disclosed and handled in accordance with the Bylaws.

6.4 Hockey Operations

The coaching staff is responsible for all hockey operations.

This includes, but is not limited to:

- | | |
|--------------------------------|-------------------------------|
| · Player evaluations | · Practice planning |
| · Team selection | · Game strategy |
| · Team placement | · Systems of play |
| · Player movement and call-ups | · Player development |
| · Playing time | · Team rules and expectations |

The Head Coach has final authority over hockey operations for their team, subject to the Club's Bylaws, this Manual, and the requirements of the applicable governing organization.

The Board provides administrative oversight but does not participate in hockey operations decisions.

If the Club appoints a Hockey Manager, the Board will work collaboratively with the Hockey Manager to support coaches, coordinate hockey-related administration, and promote consistency across all Club programs.

The Hockey Manager serves in an administrative support role and does not replace the authority of the Head Coach over hockey operations.

If no Hockey Manager is appointed, those administrative responsibilities remain with the Board of Directors.



6.5 Team Managers

Each team may have one or more Team Managers appointed by the Head Coach or the Board.

Team Managers provide administrative support to the coaching staff and assist with the day-to-day operations of their team.

Responsibilities may include:

- Team communications
- Crossbar roster management
- Tournament coordination
- Volunteer coordination
- Game-day administration
- Team logistics
- Distribution of Club information
- Assisting with team events and activities

Team Managers do not make hockey operations decisions unless specifically authorized by the Head Coach.

If a Team Manager is not assigned to a team, these administrative responsibilities shall be assumed by the Hockey Manager.

If no Hockey Manager has been appointed, these responsibilities shall become the responsibility of the Board of Directors, which may assign duties among its members or other approved volunteers as needed.

6.6 Communication

Professional, respectful, and timely communication is expected from all coaches, Team Managers, and the Hockey Manager.

Questions or concerns should be addressed promptly and in accordance with the Club's communication procedures.

Parents and players are encouraged to follow the Club's communication process when addressing team-related concerns.

6.7 Player Development

Player development is a primary objective of every Club program.

Coaches are encouraged to provide opportunities that promote:

- Individual skill development
- Hockey knowledge and decision-making
- Sportsmanship and respect
- Leadership
- Teamwork
- Personal growth

Development expectations may vary based on the competitive level and purpose of each program.



Section 7 - Financial Policies

7.1 Registration Fees

The Board of Directors will establish registration fees for each Club program before registration opens.

Registration fees may vary based on the program, league participation, anticipated operating expenses, and other factors determined by the Board.

Registration fees will be communicated to members before registration opens.

7.2 Payment Plans

The Club may offer payment plans for eligible programs.

Payment plans, when offered, will be established before registration opens and communicated during the registration process.

Participants are responsible for making payments according to the selected payment schedule.

Failure to remain current on payments may result in suspension of participation until the account is brought current, unless otherwise approved by the Board.

7.3 Delinquent Accounts

Registration fees and other financial obligations are due according to the payment schedule established by the Club.

The Board may take appropriate action to collect outstanding balances, including:

- Suspending participation in Club activities.
- Withholding roster placement or participation.
- Restricting future registration until outstanding balances are resolved.
- Approving alternative payment arrangements when appropriate.

The Board may consider individual circumstances when determining the appropriate course of action.

7.4 Refund Policy

Registration fees are committed to Club operating expenses shortly after teams are formed.

Refund requests will be reviewed by the Board on a case-by-case basis.

The Board may approve a full refund, partial refund, or no refund based on the circumstances and the best interests of the Club.



7.5 Financial Assistance

The Board may offer financial assistance or payment accommodations when funding is available.

Requests will be handled confidentially and reviewed on a case-by-case basis.

Approval of financial assistance is at the discretion of the Board and is not guaranteed.

7.6 Fundraising

The Club may conduct fundraising activities to support its programs.

Participation requirements, if any, will be communicated before each fundraising activity.

Funds raised on behalf of the Club become Club assets and will be used in accordance with the approved budget and the best interests of the Club.

7.7 Sponsorships & Donations

The Club may accept sponsorships and donations from individuals, businesses, and organizations.

The Board is responsible for approving sponsorship opportunities and ensuring donated funds are used for Club purposes.

Recognition of sponsors and donors will be determined by the Board.

7.8 Financial Controls

The Board is responsible for safeguarding Club funds and ensuring responsible financial management.

Financial practices include:

- Maintaining accurate financial records.
 - Preparing and monitoring an annual budget.
 - Requiring Board approval for expenditures as established by the Bylaws or Board policy.
 - Conducting regular financial reporting to the Board.
 - Maintaining appropriate banking and financial controls.
-

7.9 Returned Payments & Processing Fees

If a payment is returned due to insufficient funds, a declined payment method, or another processing issue, the participant is responsible for promptly resolving the outstanding balance.

The Club may assess any fees incurred by the Club as a result of returned or declined payments.

Failure to resolve returned payments may result in delayed registration, suspension of participation, restriction from Club activities, or other action consistent with this Manual until the account is brought current.



Section 8 - Team Operations

8.1 Team Administration

Each Club team will be administered by the Head Coach, Team Manager, and other approved volunteers, as applicable.

The Head Coach is responsible for hockey operations.

The Team Manager is responsible for assisting with team administration and logistics.

If a Team Manager is not assigned, those responsibilities shall be assumed by the Hockey Manager. If no Hockey Manager is appointed, those responsibilities shall become the responsibility of the Board of Directors.

8.2 Team Communication

The Club uses Crossbar as its primary communication platform.

Additional communication methods may be used as approved by the Club.

Members are responsible for reviewing Club communications and responding to requests in a timely manner.

8.3 Attendance

Players are expected to attend scheduled practices, games, team meetings, and other required Club activities.

Players or parents should notify the Head Coach or Team Manager as soon as possible if they are unable to attend a scheduled activity.

Attendance may be considered by the coaching staff when making hockey operations decisions.

8.4 Jerseys & Equipment

The Club will determine jersey requirements for each program.

Players are responsible for maintaining their equipment in safe and playable condition.

The Club may establish procedures for issuing, returning, or replacing Club-owned equipment.

8.5 League & Tournament Participation

Club teams may participate in league play, tournaments, showcases, exhibitions, or other Board-approved events.

Participation is determined by the Head Coach and the Board based on league requirements, scheduling, and the best interests of the Club.



8.6 Team Volunteers

Members are encouraged to volunteer in support of Club and team activities.

Volunteer opportunities may include:

- Scorekeeping
- Penalty box
- Fundraising
- Timekeeping
- Team events
- Other Club activities

Volunteer needs will be communicated throughout the season.

8.7 Team Meetings

The Head Coach may schedule team or parent meetings as necessary throughout the season.

Members are encouraged to attend meetings regarding team expectations, schedules, safety, and other important Club information, as applicable.

8.8 Schedule Changes

Practice times, game schedules, and other Club activities may change due to facility availability, weather, league scheduling, or other unforeseen circumstances.

The Club will communicate schedule changes as soon as reasonably possible.



Section 9 - Communications

9.1 Club Communications

The Club is committed to providing timely, accurate, and professional communication with its Members.

Official Club communications will be distributed through Board-approved communication platforms.

Members are responsible for maintaining current contact information and reviewing Club communications regularly.

9.2 Communication Platforms

The Club may use a variety of communication methods, including:

- Crossbar
- Email
- Team messaging applications
- Club website
- Social media
- Other Board-approved communication platforms

The Board will determine the official communication methods used by the Club.

9.3 Member Responsibilities

Members are expected to communicate respectfully and professionally while participating in Club activities.

Members are responsible for:

- Maintaining current contact information.
- Reviewing Club communications in a timely manner.
- Responding to requests when appropriate.
- Following the Club's communication procedures.

Complying with the Club's Bylaws, this Manual, applicable Codes of Conduct, and the rules, policies, and requirements of all applicable governing organizations.



9.4 Communication Expectations

The Club encourages open, respectful, and constructive communication.

Questions or concerns should be addressed at the lowest appropriate level whenever possible.

The Club's communication chain is:

- Team Manager
- Head Coach
- Hockey Manager (if appointed)
- Board of Directors

If a Team Manager has not been assigned, concerns should be directed to the Head Coach.

If no Hockey Manager has been appointed, concerns that cannot be resolved by the Head Coach may be directed to the Board of Directors.

Members are expected to communicate professionally and avoid disrespectful, abusive, threatening, or harassing behavior in all forms of communication, including electronic communications and social media.

9.5 Social Media

The Club encourages the positive use of social media to support and promote the organization.

Members should use good judgment when posting content related to the Club.

Social media posts should not:

- Harass, intimidate, or bully others.
- Disclose confidential Club information.
- Misrepresent the Club or its Members.
- Damage the reputation of the Club or any applicable governing organization.
- Violate the rules or policies of the Club or any applicable governing organization.

Members are expected to represent the Club in a respectful and positive manner when posting about Club-related activities.

9.6 Media & Public Information

The Board or its designee is responsible for official Club announcements and public communications.

Media requests concerning the Club should be referred to the Board President or another Board-designated representative unless otherwise authorized.

9.7 Photography & Media

The Club may photograph or record Club activities for promotional, educational, or historical purposes.

Media permissions will be managed through the Club's registration process or other Board-approved procedures.



Section 10 - Member Conduct & Discipline

10.1 Member Expectations

All Members are expected to conduct themselves in a manner that reflects positively on the Fort Zumwalt North Hockey Club.

As a condition of participation, Members are required to acknowledge and comply with the applicable Club Codes of Conduct during the registration process. These acknowledgments are completed through the Club's official registration platform and are incorporated into this Manual by reference.

Members will:

- Demonstrate good sportsmanship.
- Treat teammates, opponents, officials, coaches, volunteers, spectators, and others with respect.
- Follow the Club's Governing Documents.
- Support a safe, positive, and inclusive environment.
- Conduct themselves in a manner that positively represents the Club at all Club-related activities.

10.2 Governing Organization Standards

The Fort Zumwalt North Hockey Club operates under the rules, policies, bylaws, codes of conduct, disciplinary standards, and eligibility requirements established by its applicable governing organizations.

All Members are expected to comply with the requirements of the governing organization(s) applicable to their program, including but not limited to:

- USA Hockey
- Mid-States Club Hockey Association (MSCHA)
- Missouri Hockey, Inc. (MO Hockey)
- Missouri Inline Hockey Association (MOIHA)
- Any other league or governing organization in which the Club participates

The Club will recognize, support, and enforce the rules, policies, codes of conduct, disciplinary actions, eligibility requirements, and decisions of these governing organizations, as applicable.

Nothing in this Manual is intended to replace, conflict with, or limit the authority of an applicable governing organization.



10.3 Player Conduct

Players are expected to:

- Demonstrate respect for coaches, teammates, officials, opponents, volunteers, and spectators.
- Attend practices, games, and team activities prepared to participate.
- Display good sportsmanship and teamwork.
- Follow team rules established by the coaching staff.
- Comply with all applicable governing organization rules and Club policies.

10.4 Parent & Spectator Conduct

Parents, guardians, and spectators play an important role in creating a positive environment for all participants.

Members acting as parents or spectators will:

- Demonstrate respect toward players, coaches, officials, volunteers, and other spectators.
- Refrain from abusive, threatening, discriminatory, or harassing behavior.
- Avoid the use of profanity or inappropriate language at Club activities.
- Respect the decisions of officials and coaches.
- Conduct themselves in a manner that positively represents the Club and all applicable governing organizations.

Members may be asked to leave a Club activity for behavior that is inconsistent with these expectations.

The Board may impose additional disciplinary action when appropriate.

10.5 Coach & Volunteer Conduct

Coaches, Team Managers, the Hockey Manager, Board members, and volunteers are expected to model the highest standards of sportsmanship, professionalism, and leadership.

They will:

- Serve as positive role models.
- Treat all Members fairly and respectfully.
- Maintain professionalism during Club activities.
- Support the mission and values of the Club.
- Comply with the Club's Governing Documents and all applicable governing organization requirements.



10.6 Reporting Concerns

Members are encouraged to report concerns involving safety, misconduct, policy violations, or other matters affecting the Club.

Whenever appropriate, concerns should first follow the Club's communication chain outlined in Section 8 – Communications.

Concerns involving safety, harassment, discrimination, abuse, SafeSport matters, or violations of governing organization policies may be reported directly to the Board or the appropriate governing organization when required.

The Club's internal complaint process does not replace any reporting obligation to USA Hockey, the U.S. Center for SafeSport, law enforcement, child-protection authorities, or another governing organization when such reporting is required.

10.7 Review Process

The Board may review alleged violations of the Club's Governing Documents or the requirements of applicable governing organizations.

The Board may gather information from individuals involved and any other persons it believes may have relevant information before making a determination.

Members will be provided an opportunity to respond before disciplinary action is taken unless immediate action is necessary to protect the safety of participants or the integrity of the Club.

10.8 Disciplinary Action

Failure to comply with the Club's Governing Documents or the requirements of applicable governing organizations may result in disciplinary action.

Disciplinary action may include:

- Verbal warning
- Written warning
- Suspension from practices, games, or Club activities
- Removal from volunteer or leadership positions
- Suspension of membership privileges
- Removal from the Club
- Any other action determined appropriate by the Board

The Board will consider the nature and severity of the violation when determining disciplinary action.

Nothing in this Manual limits the authority of the Board or an applicable governing organization to take immediate action when necessary to protect the safety, welfare, or integrity of participants, the Club, or its programs.

10.9 Appeals

A Member may submit a written request for the Board to reconsider a disciplinary decision.

The request should identify the basis for the appeal and any information the Member believes should be considered.

The Board will review the request and may affirm, modify, or reverse its original decision.

The Board's decision following review shall be final.



Section 11 - Club Administration

11.1 Club Records

The Club shall maintain records necessary for the administration and operation of its programs.

Records may include:

- Governing Documents
- Registration records
- Contracts and agreements
- Board meeting minutes
- Team rosters
- Other records necessary for Club operations
- Financial records
- Insurance information

Club records shall be maintained in a secure manner and transferred to future Boards during leadership transitions.

11.2 Document Management

The Board is responsible for maintaining the Club's Governing Documents.

The Board may adopt, amend, or repeal policies contained in this Manual in accordance with the Club's Bylaws. The current version of this Manual shall be maintained by the Club and made available to Members through a Board-approved method.

11.3 Technology & Data Management

The Club may utilize electronic systems to administer its programs, communicate with Members, collect registration information, process payments, and maintain Club records.

The Board shall determine the official technology platforms used by the Club.

Members are responsible for maintaining accurate and current information within the Club's registration system.

11.4 Privacy & Confidentiality

The Club is committed to protecting confidential information entrusted to it.

Board members, coaches, volunteers, Team Managers, the Hockey Manager, and other Members with access to confidential information shall use that information only for legitimate Club purposes.

Confidential information shall not be disclosed except as necessary for Club operations, governing organization requirements, or as otherwise required by law.

11.5 Conflict of Interest

Board members, coaches, volunteers, and Members serving in leadership positions shall act in the best interests of the Club.

Any actual or potential conflict of interest shall be disclosed to the Board as soon as reasonably possible.

Individuals with a conflict of interest shall not participate in decisions where the conflict could reasonably influence their judgment.



11.6 Use of Club Property

Club-owned equipment, uniforms, documents, electronic accounts, and other property shall be used only for authorized Club purposes.

Members are expected to return Club property upon request or upon completion of their responsibilities with the Club.

Members may be held financially responsible for Club property that is lost, damaged through negligence, or not returned.

11.7 Policy Exceptions

The Board may approve exceptions to this Manual when it determines that doing so is in the best interests of the Club and does not conflict with the Club's Bylaws or the requirements of any applicable governing organization.

Any approved exception should be documented in the Board meeting minutes.

11.8 Manual Review & Amendments

This Manual should be reviewed periodically by the Board to ensure it remains current and continues to support the operation of the Club.

The Board may revise, add, or remove policies as necessary in accordance with the Club's Bylaws.

11.9 Effective Date

This Policies & Procedures Manual shall become effective upon approval by the Board of Directors and shall remain in effect until amended or repealed by the Board.

The adoption and effective date of this Manual shall be recorded in the Record of Adoption maintained with the official copy of this Manual.

