

BYHA Team Manager Handbook

Thank you for committing to be a Team Manager for your player's team! This handbook will provide information on the initial volunteer requirements and typical responsibilities of the Team Manager during the upcoming season. After the Head Coach and the Age Rep Coordinator confirm your role, the very first step is to complete the volunteer requirements.

Overview

1. [Volunteer Requirements](#) – Complete ASAP
 - a. USA Hockey Registration
 - b. USA Hockey Background Check
 - c. USA Hockey Safe Sport
 - d. Email Registrar / Fill out Volunteer Info Form
2. [Team Manager Responsibilities](#)
 - a. Tasks to Complete in the First Week
 - b. Week of Game(s)
 - c. Day of Game(s)
3. [Team Manager Detailed Tasks](#)
 - a. Team Meeting and DIBS Check Collection
 - b. Team SafeSport Meeting
 - c. Communication / Website / SportsEngine
 - d. Jerseys
 - e. Travel & Hotel Blocks
 - f. Team Bonding & Relationship Building
 - g. GameSheet
 - h. Home Game Shifts & Breakfasts
 - i. Locker Room Monitors
 - j. Raffle Ticket Fundraiser
 - k. Picture Night
 - l. Districts, Regions, State Tournaments
 - m. Tournament Coordinator Role



Volunteer Requirements – Complete the Items in Order Listed ASAP

1. USA Hockey Registration – Register as a Volunteer
 - a. Go to the USA Hockey website: <https://membership.usahockey.com/>
 - b. Select **Register Now**
 - c. Confirm Age
 - d. Register as "Manager/Volunteer"
 - e. Register "Myself"
 - f. Complete all personal information screens and confirm
 - g. Print your confirmation to PDF and save it.
 - h. After you complete the background check and Safe Sport you will submit your information on the [BYHA Volunteer Info Form](#).
 - i. After completing this registration, the website will give you the option to move forward to complete your background check and Safe Sport training.
2. USA Hockey Background Check – Cost is \$30 and valid for two seasons. As part of this online registration process, the screening process will prompt you to upload a digital image/copy of your ID (driver's license, passport or non-driver state ID). Please have a .jpg, .pdf, .bmp, .gif, .tiff, or .png file (less than 4MB) available on your computer prior to beginning registration.
 - a. <https://www.usahockey.com/backgroundscreen>
 - b. Self Registration ID Number should pre-fill
3. USA Hockey Safe Sport – No Fee, Must be Completed Annually. This course works best using a computer and you will need your USA Hockey Confirmation number from step 1 above to complete SafeSport.
 - a. Go to the Safe Sport Training Site:
<https://www.usahockey.com/safesporttraining>
 - b. Click the red button "Click Here for U.S. Center for SafeSport Training". This will take you to the MyHockeyHQ Portal



- c. Login: Username is your Confirmation Number. First time members will need to click "Forgot Password" to generate email for access to MyHockeyHQ Portal.
- d. Training should appear in your Dashboard. Proceed with all training videos until the course is complete and you receive confirmation on completion.

4. Submit your USA Hockey information from Step 1 on the [BYHA Volunteer Info Form](#).

Team Manager Responsibilities

The primary duty of a Team Manager is to be the "coordinator" between coaches, parents, and players for your team.

Within the first week of taking the team manager role:

1. Review your team's SportsEngine webpage to make sure the roster is loaded and you are listed as manager. If you do not have manager access to edit the team page, reach out to the Age Rep Coordinator.
2. Set up a team meeting for coaches and parents to attend. Coordinate with head coach. See [Team Meeting and DIBS check collection](#) for more details.
3. Review your team's game schedule and make a list of all home games. You will need this to assign clock/scorebook shifts. See [Home Game Shifts and Team Breakfasts](#) for more details.
4. Hotel blocks for away tournaments may already be set up, check your team webpage for the details. If they are not made, you will need to do this. See [Travel/Hotel Blocks](#) for more details.
5. Go to the equipment room at the BCA, located on the first floor Sanford Power rink side, and look for the bin of jerseys for your team. You will be coordinating with the head coach on when to hand these out. You can get the code for the equipment room from the Age Rep Coordinator. See [Jerseys](#) for more details.

Each Week with Scheduled Games:

1. Review the away games scheduled for the week. Check the opponent's website to ensure the game is listed on their calendar with a matching game time. If the game does not show up or times do not match, you can reach out to the BYHA



scheduler. In the event there is a same-day issue, reach out to the other team's manager (if info is on website) or ask your head coach to contact the other team's head coach.

2. Enter the address to the rink into the SportsEngine game. To do this, click on the game in SportsEngine, click edit in the bottom right corner. Scroll down to location, type in the address or name of the rink, this should pull up a map also. Once complete, hit update and it should save.
3. For any home games scheduled, send a reminder out to the team via SportsEngine chat with who is responsible for running the clock/GameSheet for each game.

Day of Game(s):

1. For home games, you will need to get the iPad from the Rink Manager's Office (Nymore) or the Equipment Room (BCA) to use GameSheet. Sign the iPad out, and be sure to sign it back in upon return.
2. For both home and away games, you will need to enter the final score into SportsEngine so it is reflected on your team webpage. Click on the game in the SportsEnging app. Click on "Score" in the bottom right. Input the score for each team. After this is done, click "Final" above the score and then hit save in the top right corner.

Team Manager Detailed Tasks

Team Meeting and DIBS check collection:

The Head Coach and Team Manager of the team typically conduct a Team Meeting for parents shortly after rosters are posted. The Hockey Director and a BYHA Board member also need to be present. Check with the Head Coach and book the BCA Meeting Room (contact Hockey Director or BCA Manager) or you can hold the meeting at Nymore, then enter the meeting into your team's calendar. You will also need a BYHA board member to attend.

Team Meeting Agenda Sample:



- *Introductions*
- *Head Coach discusses goals for the season, expectations, review codes of conduct, locker room monitors*
- *Hockey Director Support*
- *BYHA Board Member Support*
- *Team Manager Reviews*
 - *Discuss DIBS and Raffle Tickets*
 - *Collect DIBS Checks (all families)*
 - *Review Home Game Clock and Gamesheet Rotation Requirements*
 - *Discuss Tournament Information (Hotel Blocks, Home Tournament Coordinator)*
- *Hand out jerseys (may occur during a practice if head coach prefers)*

Before the team meeting: Use the rosters posted on the website in advance of the meeting to create a tracking document in order to collect DIBS checks (\$750) from parents at the meeting, including the check number. It is helpful to bring an envelope to the meeting to keep the checks in until they can be turned into the BYHA Treasurer with list of names and check numbers. See DIBS Document on website for more detailed information on the DIBS program each year. DIBS checks must be collected by December 15 and any outstanding checks will result in player suspension. Speak to your team's Head Coach if you have any difficulty in collecting the DIBS checks from parents.

Sample message to send to parents indicating team meeting and DIBS checks:

We will have a team parent meeting on DATE at LOCATION. During this meeting I will be collecting DIBS checks; all players need to turn in a check made out to BYHA for \$750 (maximum two checks per family). If you fulfill your DIBS obligations by the end of the season, your check will be shredded. If you do not fulfill the DIBS obligations, your check will be cashed. If you have any questions, please let me know.

Team SafeSport Meeting

Each team will participate in a SafeSport meeting led by the BYHA SafeSport coordinator. The meeting should be scheduled for 30 minutes and players and coaches are required to attend, parents are optional. The purpose of the meeting is to review the SafeSport guidelines, the accountability players, coaches, and parents play in youth



hockey, expectations around behavior, bullying, cyber messages, and building the team up to be good teammates.

Communication/Website/SportsEngine:

BYHA utilizes SportsEngine for its website and mobile app. You will be using SportsEngine for all team communications via team chat or email messages. Each team will have a designated page on the website and you can post information on your webpage. The BYHA Webmaster will give you access to edit your group's webpage. Changes to the pages can be made using either a computer browser or the SportsEngine App. Practice schedules and games will be automatically created, however, you may be asked to add team meetings or other events to the calendar.

Please reach out to the Age Rep Coordinator or BYHA Webmaster if you need additional assistance with the webpage features.

If a team manager or coach from another organization reaches out asking to cancel, reschedule or schedule another game with your team, please reach out to Dillon Eichstadt, BYHA hockey director; deichstadt@bemidjiyouthhockey.org.

Jerseys:

Coordinate with your team's Head Coach on jersey distribution (both practice jerseys and travel jerseys), as some coaches do this piece themselves, while others would like your assistance. They can be handed out during the parent meeting, during a practice (players can try them on in the penalty box during practice), or any other time as agreed upon between the team manager and the coach.

Team jerseys are stored in the BCA equipment room. You can get the code for the equipment room from the Age Rep Coordinator. The bins are labeled by team and should include a piece of paper on the inside of the bin with a list of jersey numbers and sizes. It is your responsibility to track which jerseys go to which players and to collect them at the end of the season. Do not take jerseys from any other team bin. Work with the age rep coordinator if you have specific questions about jerseys.



At the end of the season, you will need to collect all jerseys including practice jerseys. You can send a communication out to the parents letting them know how and when you will be collecting them and that the jerseys must be washed prior to handing them in.

- Game Jerseys: Make sure the blue and white jerseys are together and folded. It's helpful for you to put the jerseys back into the bins in numerical order.
- Practice Jerseys: These should be put away in the practice jersey bin.

Sample message to send to parents to collect jerseys.

With the season ending, I will be collecting jerseys on DATE at TIME in LOCATION. Please wash all practice and game jerseys before handing in. If any alterations were made to the jerseys to help with sizing, those alterations must be removed prior to turning them in.

Travel/Hotel Blocks:

Hotels for tournaments have already been booked for you by BYHA. You will receive that information to post on your team website.

If you need other hotel rooms throughout the season (game swings or multiple games in a similar geographical area), you will want to start booking those.

You should not have to pay in advance to have a hotel room block, and the hotel will give you a deadline for when individual reservations need to be made before they release the rooms from the block. You will want to communicate all this information to your team.

Tournament websites may also have apparel order deadlines to be communicated to your team. There will be a space on your team webpage to post hotel block information and links.

As the team manager you can also suggest team activity or meal ideas for a weekend you will be traveling. You can coordinate with other parents on ideas or offer suggestions.

In the past, some teams have opted to hire a charter bus for longer-distance day games (players and parents), and that can be done at the cost of the team families. If



your team qualifies for State, there is a special budget allocation for State Tournament participation; contact a Board Member.

Team Bonding & Relationship Building

- Team Volunteering in Community; reach out to the United Way or other local agencies for areas to help (Backpack buddies, raking lawns for seniors)
- Attend a local college or high school sporting event
- Team bowling alley, laser tag, mini golf, axe throwing
- Team Dinner before home game(s) or home tournament
- Make reservations at a restaurant for in between or after away games
- Call away game/tournament hotel in advance to reserve the conference or breakfast room space at for a team meal (catered, take out, potluck, etc) or team games (Minute to Win It games, saran ball, scavenger hunt)
- Reserve the BCA Meeting Room for team meal/snacks in between games or and practice if there is a gap. You can also reserve this room for a team building night with games and other activities. Reach out to the Hockey Director or BCA Manager to reserve.

GameSheet:

GameSheet is the scorebook software required for all district games in Minnesota. If you are new to GameSheet, please reference the training documents and videos on the BYHA website or reach out to the BYHA GameSheet Coordinator to set up an individual training session. iPads are kept at each of the rinks; instruct volunteers to see Rink Manager to access the iPads for games. Stickers are no longer needed; however, if you have an out-of-state tournament or game and would like to bring a backup method, contact the BYHA Registrar to obtain roster stickers.

Home Game Shifts and Breakfasts (if applicable):

Each team is required to provide scorebook, clock, and penalty box volunteers for all home games. It is your responsibility as team manager to create a schedule for these to be covered. These shifts are not DIBS eligible.



Tasks to be Completed:

- Look up the schedule of your team's home games on your team website
- Create a table list of games and shifts through your team website, Word, Excel, or any other way you prefer
- Assign families for each game. Often coach and team manager families are excluded from the list.
- Post this schedule with assignments on your team webpage.
- Let the parents know the schedule is posted and instruct families to make arrangements to switch with another family if they are unable to fulfil their scheduled dates.

Sample Schedule:

Game Date & Time	Rink	Clock	GameSheet
December 9; 3:00 PM	Nymore	Family #1	Family #2
December 12; 4:30 PM	Sanford Power	Family #3	Family #4
December 17; 9:00 AM	First National	Family #5	Family #1

If your team has early morning practices, many teams establish a breakfast rotation in a similar way as home game shifts, on a rotating basis.

Sample message to send to parents when the schedule has been created:

The home game clock and GameSheet schedule has been created and posted to the website. Please review your assigned times and if you are unable to fulfill your dates, please coordinate with another family to switch. If you have any questions, please let me know.

Locker Room Monitors:

Locker Room Monitors are covered in Safe Sport, as well as in the BYHA Policy and Procedures. There must be a locker room monitor (i.e at least one responsible adult) present directly monitoring the locker room during all team events. This includes both practices and games. Coordinate with Head Coach to ensure compliance and if needed, assist in making a locker room monitor schedule.

Raffle Ticket Fundraiser



Team Managers are responsible for distributing and collecting raffle tickets for their groups. Each player gets 20 tickets (\$20 per ticket). Families new to BYHA (first year player with no older siblings; check with the Registrar or the Age Rep Coordinator to determine new families) must provide the Team Manager with a \$400 deposit check at the time the tickets are handed out. This check is returned to the parent when the money and ticket stubs are returned.

It is helpful to create a raffle ticket spreadsheet including the following information:

- Player Name
- Parent Name
- Parent Phone Number
- Raffle Ticket # Range
- Y/N
- \$400 Deposit Check
- Column to track additional tickets
- Column to track when ticket stubs and money are turned.

Example:

Player Name	Phone #	Raffle Ticket #'s	\$400 Deposit Check? Y/N (1 st yr players)	Additional Tickets	Signed Out Date & Signature	Returned Date
BYHA Jacks	218-000-0000	1021-1040	Not Needed	1081-1100	1/1/24	2/1/24

Timeline:

Tickets are typically handed out around Thanksgiving and collected back shortly before the raffle takes place in February. Keep in mind it takes several practices to get them all back so reminder emails may be helpful. As a team manager, you are responsible for verifying the stubs match the tickets given to that family and that the full \$400 is being turned in. It is also helpful to have a large manila envelope or shoebox in which you can store the envelopes containing the money and stubs until they can be turned in to the Raffle Director. All questions can go to the Raffle Director or Age Rep Coordinator.

Sample message to send to parents when it's time to start collecting tickets and money:

I will be collecting raffle ticket stubs and checks starting on DATE and the final day to turn them in will be DATE. Please put your ticket stubs and \$400 in an unsealed envelope with your player's name, age group, and ticket stub name range on the front of the envelope. This deadline is firm for us to account for all tickets and hold the raffle on DATE. If you have any questions, please let me know.



Picture Night:

Picture Night is typically communicated by the picture night coordinator. You will receive a communication from the picture night coordinator fairly early in the season with dates/times for your team's photo shoot. Occasionally, jersey distribution occurs on picture night; check with your group's head coach to coordinate. You will need to plan to attend your team's picture night scheduled time to hand out the applicable papers with the QR codes for each player. Some players may need to make other arrangements to attend a different time so connect directly with your team. If you cannot attend your team's scheduled time, work with the picture night coordinator.

As team manager, you will need to determine which color jersey to wear (for travel teams) and send a message to the parents. Sometimes you receive all the details via email from the picture night coordinator that you can forward on. You can also choose to post the information to your team webpage.

Sample message to send to parents when it's time to start collecting tickets and money:

Our team picture night will be DATE at TIME in LOCATION. Please have your child wear their COLOR jersey with a neutral-colored shirt underneath, black joggers/pants recommended. Bring stick and gloves only. Keep in mind shoes will be visible in some of the shots!

Misc. Information:

BYHA Board Meetings occur on the second Wednesday of each month at 6:00 PM in the upstairs meeting room at the BCA. It is beneficial for Team Managers to attend these meetings, especially if you have any concerns or questions. It is also recommended you review the BYHA Policy & Procedures document, which can be found with the Board of Directors page on the BYHA website.

As the end of the season approaches, check with your Head Coach or a BYHA Board member regarding a budget for an end of year party. Most teams will cover the cost of their own party with contributions from parents.

Districts, Regions, State Tournaments:



Some tournaments will have apparel available for purchase either in advance or onsite. Look at the tournament webpage or reach out to the hosting tournament coordinator to find out more information. If orders are needed in advance, you will want to send a message to your team's parents with the information, deadline, and create a way to track their orders and payment. A simple spreadsheet or piece of paper will work; for payment you may have to pay in advance or onsite. You can have parents Venmo you, write a check, give you cash, or pay directly to the tournament site if allowed.

You may also need to provide rosters, a team pictures, and/or a check to the site hosting the tournament(s).

- To obtain a roster, you can reach out to the **BYHA registrar** for a link.
- To obtain a check for district, region and/or state tournament fees, reach out to the **BYHA treasurer**.
- To obtain a team picture, you can email the photographer directly and request a digital file to be submitted to the tournament contact.

Tournament Coordinator:

If your team has a home tournament during the year, you will need to assign a Tournament Coordinator ASAP. This person will be responsible for up front work starting ASAP and the weekend of the tournament must be available for answering questions, entering scores into the tournament website, and coordinating with the tournament director as needed.

Bring it up at the Team Meeting, and once the Tournament Coordinator has been identified, notify the BYHA Tournament Director (listed on the Contacts page on the BYHA website) so that contact information can be uploaded, and planning can begin. DIBS for 1 player are covered by taking on the Tournament Coordinator role for the team. See *"Tournaments" document attached to this Responsibilities document for more information.*

Tournament Coordinator – **may change as tournament coordination is under board review.**



Team Tournament Coordinator should contact the BYHA Tournament Director as soon as selected. Tournament DIBS are covered by taking on the Tournament Coordinator role.

The Tournament Coordinator for your team is responsible for finding Rink Managers for the tournament. Rink Managers oversee making sure the tournament is running smoothly during their shift – this includes filling in for no-show volunteers, communicating scores between rinks, generally keeping the peace, etc. Rink Managers must be at the rink at all times during their shift.

Approximately two weeks before the tournament, reach out the BYHA Tournament Director for the Tournament Book.

The week of the tournament:

- Stuff tournament programs with rosters/schedules
- Pick up bracket boards
- Pick up trophies
- Accept donations for team bags and assemble bags
- Coordinate decorations (optional)
- See Tournament Book for full list

The Day Before and Day Of Tournament:

- Ensure the registration with Minnesota Hockey is posted at each arena next to the brackets
- Keep a list of cell phone numbers of your Rink Managers at every rink so that scores can be communicated
- Ensure other volunteers are showing up
- Hand out apparel to teams

Any gambling (raffles, chuck-a-puck, etc.) MUST be approved by the BYHA Gambling Committee well in advance, as paperwork may be required.