

Fort Zumwalt South Bulldogs Hockey Club



Parent & Player Handbook

A 501(c)(3) Nonprofit, Volunteer-Run Youth Hockey Club

O'Fallon, Missouri

2026–2027 Season Edition



How to Use This Handbook

This handbook is your complete reference guide for everything related to the Fort Zumwalt South Bulldogs Hockey Club. Please read it in full before your first practice. The Acknowledgment and Agreement Form in **Section 12** must be signed and returned before your player takes the ice or inline rink. The appendix at the back includes a quick reference Code of Conduct card.

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Disclaimer

The Fort Zumwalt South Bulldogs Hockey Club Parent & Player Handbook is intended to guide families through club policies, expectations, and procedures. Because youth hockey programs evolve throughout the season — including league rules, facility requirements, and safety standards — the Board of Directors reserve the right to update, modify, or clarify any part of this handbook at any time.

When updates occur, the Board will communicate changes through Crossbar and/or club email. The most current version of the handbook will always be posted on the club website.

By registering for the season, families agree to follow the policies in this handbook as well as any updates made during the season.

Section 1: Welcome from the Board

"Hockey is not just a sport — it is a classroom, a community, and a proving ground for the values that last a lifetime."

On behalf of the entire Board of Directors, coaching staff, and volunteer community of the Fort Zumwalt South Bulldogs Hockey Club, welcome. Whether your player is lacing up skates for the very first time or returning for another exciting season, we are truly thrilled to have you as part of our Bulldogs family.

The Bulldogs Hockey Club was founded by a small group of Fort Zumwalt South families who believed the FZS families deserved a youth hockey program that was organized, affordable, and fostered school pride. We are proud to call FZS home and proud to represent the Bulldogs name — a name that stands for toughness, determination, and never giving up. Those qualities aren't just celebrated on game nights; they are built slowly, practice by practice, game by game, both on and off the rink.

Our Core Values

Value	What It Means to Us
Player Development	Every child who steps on the ice or inline rink deserves skilled, attentive coaching and the chance to grow. We prioritize teaching the game correctly, at every level.
Teamwork	Hockey is the ultimate team sport. We celebrate collective success and teach our players to lift each other up — in victory and in defeat.
Sportsmanship	We compete hard and we compete fairly. We respect officials, opponents, and each other. Our players represent this club and this community everywhere they go.
Fun	At every age and level, hockey should be joyful. We believe a player who loves the game will work hardest, stay longest, and benefit most.

This handbook is designed to give every family a clear, complete picture of how our club operates — from ice and inline schedules and equipment requirements to communication standards and disciplinary processes. Please read it carefully. It represents our shared commitment to one another and to making the FZSBHC a place where every player and family thrives. We are honored you chose to be a Bulldog. Now let's have a great season.

With Bulldog pride,

The Fort Zumwalt South Bulldogs Hockey Club Board of Directors

Section 2: Club Overview

2.1 Organization Structure

The Fort Zumwalt South Bulldogs Hockey Club is a registered **501(c)(3) nonprofit organization** governed by a volunteer Board of Directors. The Board is composed of elected parent volunteers who serve staggered terms and are responsible for the financial health, policy direction, and overall operation of the club. No Board member receives compensation for their service.

Day-to-day team operations are led by the **Head Coach** of each team, supported by assistant coaches who have completed USA Hockey coaching certification and SafeSport training. Coaches report to the Fort Zumwalt South Bulldogs Hockey Club Board of Directors.

Board Positions

President · Vice President · Treasurer · Secretary/Registrar · Director of Hockey Operations. Contact information for all officers is listed in Section 11.

2.2 Teams Offered

The Bulldogs Hockey Club fields high school teams in both ice hockey and inline hockey. Team offerings each season depend on player registration numbers and may include multiple competitive and developmental levels. Players are placed on teams through the Club's evaluation process and in accordance with league rules for MSCHA (ice) and MOIHA (inline).

2.2.1 Ice Hockey

Division (MSCHA)	Grade Range	Level of Play
Varsity	Grades 9–12	Highest level of competition; players represent Fort Zumwalt South in league play.
Junior Varsity (JV)	Grades 9–12	Competitive developmental level; prepares players for Varsity while allowing multi-grade participation.

Division (MSCHA)	Grade Range	Level of Play
B Team	Grades 7–10 (restricted based on birth year)	Developmental program focused on skill building, confidence, and preparing younger players for JV and Varsity.

2.2.2 Inline Hockey

Division (MOiHA)	Grade Range	Level of Play
Varsity	Grades 9–12 <i>7th and 8th graders may play on a school's high school team while also participating in junior high divisions, subject to available roster space</i>	Tier 1 - Top teams in the varsity division will make up this tier. Tier 2 - Considered an experienced level of play. Tier 3 - Considered a lower level of play.
Junior Varsity (JV)	Grades 9–12 <i>7th and 8th graders may play on a school's high school team while also participating in junior high divisions, subject to available roster space</i>	This level is for younger players and those who are still developing their skills and gaining experience. Teams generally place players at this level when it aligns best with their current stage of development.
C	Grades 9-12 <i>7th and 8th graders may play on a school's high school team while also participating in junior high divisions, subject to available roster space</i>	This is a developmental division and is reserved for beginners at the high school level.
Junior High	Grades 6–8 <i>4th and 5th graders may also participate in junior high divisions</i>	Tier 1 – Top competitive level. Tier 2 – Mid-level skills. Tier 3 – Mid-to-low level skills. Tier 4 – Low to entry-level/developmental.

i Team Formation

Not all divisions are guaranteed each season. Teams form based on sufficient registration. No player who registers will be left without a team if enrollment allows.

2.3 Season Overview

The Bulldogs operate on a standard Midwestern youth hockey calendar. Specific dates are published each July (Ice Hockey) and February (Inline Hockey) for the upcoming season via Crossbar and the club website.

2.3.1 Ice Hockey

Phase	Typical Timing	Details
Registration & Tryouts	July – August	Online registration opens; team evaluations held
Pre-Season / Skills Camp	Late July – September	Ice time for conditioning, individual skill work before league play begins. May be offered at the discretion of the FZS Board each season and may vary based on ice availability, staffing, and budget.
Regular Season	October – February	League games, home and away; weekly practices; local tournaments
Tournament Season	November – March	Sanctioned tournaments; district playoffs for qualifying teams
End-of-Season	March – April	Playoffs (if applicable), banquet, awards, volunteer recognition
Off-Season (when applicable)	April – July	Optional skills clinics, dry-land training, summer scrimmages

Ice Time: Teams typically receive 1–2 practice sessions per week plus scheduled games. Practice days, times, and home rink assignments are communicated at the start of the season. Our primary home ice facility is the Wentzville Ice Arena, 910 Main Plaza Dr., Wentzville, MO, 63385, though additional ice may be contracted at nearby facilities as needed.

2.3.2 Inline Hockey

Phase	Typical Timing	Details
Registration & Tryouts	Jan – February	Online registration opens; team evaluations held
Pre-Season / Skills Camp	Feb – March	Inline time for conditioning, individual skill work before league play begins. May be offered at the discretion of the FZS Board and may vary from year to year.
Regular Season	March – May	League games, home and away; weekly practices; local tournaments
End-of-Season	May	Playoffs (if applicable), banquet, awards, volunteer recognition

Inline Time: Teams typically receive 1–2 practice sessions per week plus scheduled games. Practice days, times, and home rink assignments are communicated at the start of the season. Our primary home inline rink facility is Vetta 70, 3051 Industrial Park Pl W, St Peters, MO 63376, though additional inline rink time may be contracted at nearby facilities as needed.

2.4 Registration and Tryout Process

2.4.1 Ice Hockey

Registration opens each summer via the club's official website. All players must complete online registration, submit payment (or arrange a payment plan), provide proof of age (i.e. birth certificate) and most recent report card, provide a current season USA Hockey registration number, and complete all required Safesport or waivers before participating in any club activity.

2.4.1 Inline Hockey

Registration opens each winter via the club's official website. All inline players must complete online registration, submit payment (or arrange a payment plan), provide proof of age (i.e. birth certificate) and most recent report card, and complete all required waivers before participating in any club activity.

Registration Deadline

Late registrations are accepted only if roster spots remain. Families who miss the registration deadline forfeit their priority position in tryout scheduling. Register early to secure your player's spot.

2.5 Communication Platforms

Platform	Purpose	Who Uses It
Crossbar	Primary team communication — schedules, availability, roster, coach messaging	All families required
Club Email	Official club announcements, Board communications, financial notices	All families required
Club Website	Bylaws, Handbook, forms, schedules, news, registration portal	Public / all families
Phone / Text	Urgent day-of notifications only (e.g., ice cancellations, late game changes)	Board and/or Coach to family only

All families are required to create a Crossbar account and accept the team invitation within 7 days of registration confirmation. Failure to do so may result in missed scheduling information for which the club is not responsible.

Section 3: Player Expectations

Players are the heart of everything we do. We expect a lot from our Bulldogs — not because we are demanding, but because we believe in what they are capable of becoming. The expectations below are designed to help each player grow, contribute, and get the absolute most out of their hockey experience.

3.1 Age and Academic Eligibility Requirements

- Players must meet the age division requirements applicable for each governing body and league age division cutoffs (birth date on or before December 31 of the relevant year).
- All ice hockey players must hold a **USA Hockey registration number** for the current season. Registration can be completed at usahockey.com.
- Players must be currently enrolled in a Ft. Zumwalt South High School boundary school unless approved as an out-of-district player through the appropriate member organization.

- Players with special medical needs must provide documentation from a licensed physician prior to participation. The club will make every reasonable accommodation.
- Players must maintain all school eligibility requirements. Your academic performance must be prioritized over hockey. Players and/ or parents should communicate with coaches about academic difficulties. Coaches or the FZSBHC Board may conduct grade checks at any time throughout the season. Special academic eligibility may be obtained in the case of students with documented learning disorders. Players and/ or parents should communicate these circumstances to the Coach and the FZSBHC Registrar to ensure proper documentation is filed with the appropriate league.

3.1.1 Ice Hockey

- Players must be currently enrolled in courses that offer 3.0 units of credit per semester and must have earned 3.0 units of credit the preceding semester per Mid-States eligibility rules. All players must maintain a minimum GPA of 2.0 each semester. A copy of the previous semester report cards will be required at the time of registration and again after the end of the 1st semester.

3.1.2 Inline Hockey

- All players must maintain a minimum GPA of 2.0 cumulatively. A copy of the last grade card will be required at the time of registration.

3.2 Required Equipment

USA Hockey mandates certified protective equipment for all registered players. All equipment must be properly fitted. Improperly fitted equipment will be flagged by coaches and may result in the player being held from the ice until corrected.

Safety First — No Exceptions

A player who arrives at practice or a game without all required protective equipment will not be permitted on the ice or inline rink. This is a USA Hockey rule and a club rule. Please double-check equipment before leaving home.

Core required items for Ice and Inline hockey players:

Equipment Item	Required for	Requirement / Notes
HECC-Certified Helmet with Full Cage	Ice Inline	Black preferred. CSA-approved cages mandatory. All helmets are required to have ear guards and face masks.
Neck Guard / BNQ-Certified Cut-Resistant Collar	Ice	Mandatory for all players effective USA Hockey 2024–25 rules update
Mouth Guard	Ice	Mouthguards and chinstraps attached to the helmet are required at every practice and game.
Shoulder Pads	Ice	Must fit properly; no modified/cut-down pads
Elbow Pads	Ice Inline	Must cover elbow cap fully
Hockey Gloves	Ice Inline	Team coordinating preferred. No baseball or other sport gloves permitted
Shin Guards	Ice Inline	Must cover knee cap and tie securely
Hockey Pants / Breezers	Ice	ICE - With hip, tailbone, and thigh protection. Goalies are required to wear long socks or pants under their pads. No bare skin can be exposed. Inline - Pants must wear inline hockey-specific pants (not standard athletic shorts or jeans) designed for safe movement and durability.
Athletic Cup / Pelvic Protector	Ice Inline	Mandatory for all players.
Hockey Skates (properly fitted)	Ice Inline	ICE - Blades must be sharpened and in good condition. Inline - All wheels must be installed and functioning.
Hockey Stick	Ice Inline	Appropriate flex and length for player size.
Hockey Socks & Garter Belt or Sock Tape	Ice Inline	Must cover shin guards fully.
Hockey Bag	Ice Inline	Required for equipment transport and locker room use.
Water Bottle (labeled with name)	Ice Inline	Required for all games and practices.

Goalies require additional certified equipment (blocker, trapper, goalie pads, chest protector, goalie mask). The Coach can advise families on goalie equipment sourcing.

Coaches reserve the right to check equipment compliance before stepping onto the rink. Unsafe or non-compliant equipment or uniforms will prevent a player from participating.

3.3 Uniform and Jersey Policy

3.3.1 Ice

- Families are responsible for purchasing the FZSBHC jersey package to participate in FZSBHC games which includes matching hockey pants, socks, pant shells (as applicable), and practice jerseys (when applicable) in team colors. Specifications are distributed at the start of each season.
- Home & away jerseys, home & away game socks & pant shells (as applicable) are required for games. Jerseys with sponsor logos must not be modified in any way.

3.3.2 Inline

- Families are responsible for purchasing the FZSBHC jersey package to participate in FZSBHC games which includes matching inline hockey pants, socks, and practice jerseys (when applicable) in team colors. Specifications are distributed at the start of each season.
- Home and away jerseys and inline hockey pants in the color designated by the Club are required for games. Jerseys with sponsor logos must not be modified in any way.

3.4 Practice Attendance Expectations

Consistent attendance is the single most important factor in player development — and in your team's success. Coaches plan every practice based on full participation. When players are absent, the entire team's preparation is affected.

The Attendance Standard

Minimum 80% practice attendance is expected for all rostered players throughout the regular season. If life circumstances will impact attendance significantly, please communicate with your coach proactively — before it becomes an issue.

- Players must notify their coach **in advance** if they will miss a practice. Advance notice means before the practice begins — ideally 24 hours ahead when possible.
- Notification must be sent via **Crossbar or a direct coach email/text with a parent in copy**. Notifying only another player or parent is not sufficient.
- Absences due to illness, family emergency, or school obligation are excused when communicated properly. Repeated unexcused absences will affect playing time and may trigger the process outlined in Section 8.
- Players who miss practice without notice and without a valid reason are not guaranteed ice time in the next game at the coach's discretion.

- Section 8 outlines the formal attendance review process. Section 3 establishes expectations; Section 8 defines consequences. These sections should be read together.

3.5 Game Attendance Expectations

- All players are expected to attend every scheduled game. The team relies on a full roster to compete effectively and fairly.
- If a player cannot attend a game, the **head coach must be notified directly** — not just via team chat or through another parent. Last-minute cancellations must include a phone call or direct text to the coach.
- Players are expected to arrive at the rink fully dressed or ready to dress according to the coach's pre-game timeline (see Section 9 for arrival expectations).
- Repeated game absences — even if excused — may result in adjusted roster placement per coaching discretion and in accordance with the Playing Time Philosophy in Section 5.

3.6 Conditioning and Off-Ice Training

We encourage all players to maintain fitness year-round. The following are recommended:

- Cardiovascular conditioning (running, cycling, skating, swimming) 2–3 times per week in the off-season
- Strength and agility training appropriate to the player's age and physical development
- Stick-handling and shooting practice (dryland, basement, driveway)
- Participation in club-organized optional summer skills clinics
- Review of hockey video and game tape, when available

A Note on Age-Appropriate Training

For age-appropriate training guidance, we encourage you to consult with a certified strength and conditioning professional.

3.7 Season Commitment

Upon registration, players and families are committing to the **full season** — including all regular season games and scheduled practices. Registration fees are non-refundable after the season commitment window closes (see Section 4.5 for the full Refund Policy). If a circumstance arises that requires a player to withdraw mid-season, please contact the Board President or Treasurer as soon as possible.

3.8 Player Code of Conduct

On the Ice and Inline rink

- Treat all teammates, opponents, officials, and coaches with respect — at all times, in all situations.
- Play physical, competitive hockey within the rules of the game. Dirty play, cheap shots, and retaliation are never acceptable and will result in immediate disciplinary review.
- Accept referee decisions without argument, gesture, or disrespect. Respect for officials is non-negotiable.
- After goals, whistles, and period breaks, conduct yourself with maturity. Excessive celebration directed at opponents is unsportsmanlike.
- In all handshake lines — win or lose — make eye contact, say "good game," and mean it.
- Support your teammates on the bench: cheer them on, keep the bench positive, and never criticize a teammate's play.

In the Locker Room

- The locker room is a team space. Treat it with respect — leave it cleaner than you found it.
- No bullying, hazing, exclusionary behavior, or unkind language — ever. The locker room is a safe space for every player on this team.
- Electronic devices in the locker room are not permitted during team meetings or coach address time. Check with your coach for device policies at other times.
- What is said in the locker room stays in the locker room — but what is done must always be something every parent and coach could witness without concern.

On Social Media

- Players should not post negative content about opponents, referees, teammates, or coaches on any platform.
- Players should not engage in online arguments related to hockey, the club, or games.
- No direct social media messaging between players and coaches. All electronic communication between coaches and players must include a parent or guardian, per SafeSport requirements.
- See Section 6 for the full Social Media Policy.

Section 4: Parent and Guardian Expectations

Parents and guardians are the backbone of this club. You volunteer your time, drive hundreds of miles, sit in freezing rinks at ungodly hours, and invest enormously in your child's passion. We see that — and we are grateful for every single family who makes this club possible.

In return, we ask for your partnership in creating an environment where every child, every coach, and every family feels welcome, respected, and safe. The expectations in this section are not bureaucratic fine print. They are the foundation of a community we are all proud to be part of.

4.1 The 24-Hour Rule

The 24-Hour Rule — Please Read This Carefully

If you have a concern or frustration arising from a game or practice, **please wait 24 hours before contacting your coach.** This rule exists to protect everyone — including you. Emotions run high in competitive sports, and conversations that happen in parking lots or immediately after a loss rarely result in productive outcomes. They often damage relationships that took months to build.

The only exceptions to the 24-Hour Rule are: player safety concerns, injuries that require immediate attention, or potential SafeSport violations. These must always be reported immediately — never wait.

4.2 Sideline and Spectator Behavior

The experience our players have on the ice and inline rink is shaped in no small part by the environment their family members create in the stands. We want our rink to be a place where kids feel supported, not pressured.

What We Cheer For

- Cheer positively for all players on the team — not just your own child.
- Celebrate effort, hustle, and teamwork as enthusiastically as goals.
- Encourage players after mistakes. Everyone on the ice or inline rink is learning.
- Thank the officials after the game — they are often developing officials themselves.

What We Do Not Do

- **Do not coach from the stands or boards.** Your child has a coach. Dual instruction — especially contradictory instruction — is confusing and counterproductive. Trust the coaching staff.
- **Do not yell at referees.** Officials will make mistakes. Berating them from the stands sets a poor example for every child in the rink and may result in your removal from the facility.
- **Do not yell at opposing players.** These are also children. Treat them accordingly.
- **Do not use derogatory, threatening, discriminatory, or profane language** in the rink, in parking lots, or anywhere your behavior can be associated with this club.
- **Do not bang on the glass** or otherwise create a hostile environment.

Violation Procedure

Step	Action	Who Administers
First Occurrence	Verbal warning issued during or immediately after the event	Coach or Board member present
Second Occurrence	Parent asked to leave the facility for the remainder of the session	Coach or Board member; player remains
Third Occurrence	Formal complaint filed; Board hearing convened; potential season ban from facility; player's continued participation reviewed	Board of Directors

4.3 Communication Expectations

Preferred Communication Channels

- Crossbar message or email are the preferred channels for all non-urgent communication with coaches.
- Coaches will make every effort to respond within 48 business hours during the season.
- Urgent, day-of concerns (injury, sudden absence) may be communicated by text or phone call to the coach's provided number.

Appropriate Topics for Parent-Coach Communication

- Injury updates or physical limitations affecting your player
- Scheduling conflicts or expected absences
- Equipment questions or concerns

- General questions about practice format or structure
- Concerns about your child's emotional well-being or experience

Topics That Are Not Appropriate for Parent-Coach Communication

Coaching Decisions Are the Coach's Domain

The following topics are **not** appropriate for parent-coach discussion: playing time allocation, line combinations, power play or penalty kill assignments, team strategy, lineup decisions, or the coach's evaluation of other players. These are professional coaching decisions. Bringing them to a coach — especially around game time — puts everyone in an uncomfortable and unproductive position. See Section 5 for the Playing Time Philosophy and Section 10 for the Grievance Process if you have a lasting concern.

Board Escalation

If a concern is not resolved after a good-faith conversation with the coach (following the 24-hour rule), the next step is to contact the **Director of Hockey Operations**. If the concern is broader than a coaching matter, contact the **Board President or Vice President**. See Section 10 for the full Grievance Process.

4.4 Volunteering

The Bulldogs Hockey Club would simply not exist without the volunteer contributions of our families. **All families are expected to contribute a minimum number of volunteer hours per season**, as set annually by the Board and communicated at the pre-season parent meeting.

Volunteer Opportunities

- **Gate/Admissions** — volunteer at the entrance table who collects admission fees
- **Fundraising Events** — organizing, promoting, and staffing club fundraisers
- **Equipment Committee** — managing the club's equipment inventory, loaner program, uniform distribution
- **Social Media & Communications** — managing club accounts, creating newsletters, photography
- **Club Banquet / End-of-Season Event** — organizing the season-closing celebration

Background Check Requirement

All adults who have regular, unsupervised contact with players — including Board members and coaches — are required to complete a background check through a USA Hockey-approved provider before their first season event. Contact the Director of Hockey Operations to initiate the process.

4.5 Financial Obligations

Registration Fees

Registration fees are set annually by the Board prior to the opening of registration and are posted on the Club website. Fees vary by division. Registration fees may be paid in one lump sum or according to the payment plan communicated during the registration process.

Tournament Fees

Tournament entry fees are either included in the registration fee or billed separately as they are confirmed, depending on the season's schedule. Families are notified of any additional tournament fees at least 30 days in advance.

Fundraising

All families are expected to participate in club fundraising activities. Families who prefer not to participate in active fundraising may opt out by paying a **fundraising buyout fee**, the amount of which is set annually by the Board. The buyout amount represents the club's average per-family fundraising expectation.

Refund Policy

The full Refund Policy is posted in the FZSBHC Bylaws on the club website. In summary:

- Full refund available if withdrawal is requested before the roster is posted
- Once final rosters have been submitted, refunds are generally not available except in documented cases of medical withdrawal (physician's note required) because program costs have already been committed.
- No refund for disciplinary removal from the team
- Refund requests must be submitted in writing to the Secretary/Registrar

4.6 Financial Hardship Assistance



We Want Every Bulldog on the Ice and on the Inline rink

No child should miss out on the Bulldogs experience because of financial hardship. Families who are experiencing financial difficulty may request confidential assistance with registration fees. To inquire, contact the Treasurer directly and privately. All requests are reviewed discreetly, and the club takes great care to protect the dignity of every family throughout this process.

The Fort Zumwalt South Bulldogs Hockey Club is committed to ensuring that no player is prevented from participating in ice or inline hockey due to temporary financial hardship. Families experiencing financial difficulty may request confidential assistance at any time during the season.

How to Apply:

Complete and submit the FZS Bulldogs Hockey Club - Financial Hardship Assistance Form located at www.fzsbulldogshockey.com to the Treasurer and Board President describing the nature of the hardship.

Review Process:

The Treasurer will review the request and prepare a confidential recommendation for the Board.

- The Board will vote on the request within 7–10 business days.
- Only the Treasurer, President, and Secretary/Registrar will know the identity of the requesting family.

Types of Assistance Available:

- Adjusted or reduced registration fees
- Extended or modified payment plans
- Access to club scholarship funds (when available)

Player Eligibility:

Players remain fully eligible to participate in all club activities while a hardship request is under review.

The Club reserves the right to set annual limits on total hardship assistance based on available resources.

Section 5: Playing Time Philosophy

"Playing time is earned on the practice rink, not negotiated in the parking lot."

One of the most common sources of friction in youth sports involves playing time. We want to be completely transparent about how our club approaches this topic so there are no surprises and no ambiguity.

5.1 Our Philosophy

The Fort Zumwalt South Bulldogs Hockey Club believes that every registered player deserves meaningful participation in the hockey experience. We also believe that meaningful participation is not identical to equal participation in every situation — and that being honest about this distinction respects families more than making promises we cannot keep.

5.2 How Playing Time Is Determined

Playing time is a **coaching decision**, made with the following factors in mind:

Factor	Description
Attendance	Players who attend practice consistently are better prepared and earn priority consideration. Unexcused absences directly affect playing time.
Attitude and Effort	A player who works hard, supports teammates, and brings a positive attitude to every session earns trust and opportunity.
Skill Development	Coaches make decisions based on the team's competitive needs in specific game situations (power play, penalty kill, defensive zone, etc.).
Game Context	In close games, overtime, or elimination situations, coaches may deploy players differently than in blowouts or low-stakes games. This is standard at all levels of hockey.

5.3 Process for Playing Time Concerns

What Not to Do

Do not approach coaches about playing time during games, practices, or immediately after. Do not discuss playing time in the stands, on team chats, or on social media. These actions are disrespectful to the coaching staff and damaging to team culture.

We are aiming to help develop young adults that learn to be proactive and able to communicate effectively.

- For our players participating on a high school level team, it is the player's responsibility to talk to coaches about playing time or team issues.
- For our players participating on a junior high level team, we encourage them to talk to coaches about playing time or team issues, but welcome these conversations with the support of a parent if the player wishes.
- Parents and players should wait 24 hours after a game or incident to contact a coach or a Board member to discuss playing time, strategy, or other sensitive issues.
- If, after honest reflection (and the 24-hour waiting period), you genuinely believe your player's playing time is unfair or inconsistent with club policy, here is the process:
 1. Submit a written concern to the Head Coach (email) following the 24-hour rule
 2. The coach will respond within 5 business days with a written explanation
 3. If unresolved, escalate in writing to the Director of Hockey Operations
 4. The Director of Hockey Operations will review and respond within 10 business days. The Director of Hockey Operations may determine if a parent/coach meeting is warranted.
 5. The Director of Hockey Operations decision regarding playing time is final

Section 6: Team Communication and Social Media Policy

6.1 Official Communication Channels

All official club and team communications originate from Crossbar, the club email list, or the club website. Information shared through other channels (personal texts, social media groups, word of mouth) is unofficial and may be inaccurate. We encourage both players and parents to download the Crossbar app to their own devices and turn notifications on to help ensure communication is received in a timely fashion. All practices and games will have an availability submission and it is required for players (or parents) to mark attendance for each event at least three (3) days out from any scheduled event, when possible.

6.2 Social Media Guidelines for Players and Families

Player-Coach Communication

All player-coach 1:1 written communication must include parents. Players and coaches are prohibited from communicating directly via any social media, text messages, messaging apps, etc without another parent, assistant coach or Board member included. This policy exists to protect both players and coaches and is consistent with USA Hockey's SafeSport requirements. Violation will result in consequences.

What You Should Not Post

- Negative commentary about opposing teams, players, coaches, or officials
- Criticism of club coaches, the Board, or club policies in public forums
- Personal information about any minor (full name paired with location, school, schedule information)
- Content depicting players in settings that could be embarrassing or harmful
- Speculation about team decisions, roster moves, or internal club matters

Club's Right to Request Content Removal

The Board of Directors reserves the right to request removal of any social media content it reasonably believes to be harmful to the club, its players, its coaches, or its reputation. Failure to comply with a removal request may trigger the disciplinary process in Section 7.

6.3 Consequences for Social Media Violations

Violation Level	Examples	Consequence
Minor	Posting team photo without checking consent; minor frustration post	Request to remove; verbal reminder of policy
Moderate	Publicly criticizing coach or referee	Written warning; mandatory meeting with Board rep
Severe	Harassment, threats, discriminatory language, sharing private information of minors	Immediate suspension from club activities pending board hearing; possible permanent removal

Section 7: Conduct Code and Disciplinary Process

7.1 Player and Parent Conduct Standards

We expect all Bulldogs — players and parents — to uphold the values of respect, sportsmanship, and safety. The following standards apply to everyone in our program unless otherwise noted.

Shared Conduct Standards (Players and Parents)

- Respect for coaches, teammates, opponents, officials, and facility staff at all times
- No bullying, hazing, exclusionary behavior, or persistent unkindness toward any person
- No use of profanity, slurs, derogatory language, or discriminatory speech
- No physical aggression or fighting — whether on the ice, on the inline rink, in the stands, or anywhere in or around rink facilities
- Sportsmanship in victory and defeat — shake hands, hold your head high, and represent the Bulldogs with dignity

Player-Only Standards

- Excellent sportsmanship must be displayed before, during, and after practices and games.
- Backtalk to coaches, team and league officials, referees, and representatives from the other teams will not be tolerated.

- There will be no stick throwing, stick banging, or profanity by the players or coaches during games.
- Coaches will be allowed to dismiss from a game any player who:
 - Uses foul or abusive language
 - Carelessly lashes out in an effort to injure another player, coach or official
 - Flagrantly violates rules of boarding, cross-checking, charging, high-sticking or any other rule at the discretion of the coaching staff
 - Any player that exceeds three (3) penalties per game or any penalties that the coaches deem to be deliberate and unsportsmanlike
- Zero tolerance for the possession, attempt to obtain, attempt to distribute, or use of alcohol, tobacco, vaping products, narcotic drugs, amphetamines, marijuana, steroids, illegal performance-enhancing substances, or any other illegal drugs. This policy applies both on and off FZSBHC event premises during hockey season, as well as on FZSBHC premises during the off-season. The hockey season is defined as beginning on the first date of evaluations and ending at the season banquet.

7.2 Disciplinary Steps for Players

Step	Action	Who Involved
Step 1	Verbal warning issued by coach; incident documented in writing and kept on file	Head Coach
Step 2	Written warning to player and parents; mandatory meeting with coach and at least one parent/guardian	Head Coach; Parent/Guardian
Step 3	Suspension from practice(s) and/or game(s); mandatory meeting with Board representative; written action plan required	Head Coach; Board Representative; Parent/Guardian
Step 4	Removal from team; formal Board hearing with opportunity for family to present their perspective; right to appeal in writing within 10 days	Full Board; Parent/Guardian

Immediate Suspension Offenses

The following offenses may result in immediate suspension, bypassing Steps 1–2: fighting (whether on the ice, on the inline rink, or anywhere in or around rink facilities), any threat of physical violence, possession or use of alcohol/drugs/tobacco at a club event, and serious SafeSport violations. The Board will convene within 5 business days to determine further action.

7.3 Disciplinary Steps for Parents and Spectators

Step	Action	Who Involved
Step 1	Verbal warning from coach or Board member present at the event; incident documented	Coach or Board Member
Step 2	Required meeting with Board; written warning issued; formal behavioral agreement signed	Board of Directors
Step 3	Removal from facility for the remainder of the season; player may continue on team without parent spectator presence	Board of Directors; Facility Management
Step 4	If parent conduct continues or was severe (threats, assault, discrimination), Board may remove player from team as a last resort	Full Board; right to appeal

Section 8: Attendance and Commitment Policy

8.1 Attendance and Commitment

FZSBHC will not prohibit players from playing high school or other outside sports during the hockey season(s). Our goal is to have our players experience as much hockey as possible while balancing conflicts in the most fair and reasonable manner. To aid in this objective, we believe the general approach should be:

- (a) FZSBHC games take precedence over other practices;
- (b) games for other teams take precedence over FZSBHC practices;
- (c) conflicts must be handled between the individual player and the coach with as much lead time as possible

Any player who plays on two teams must show respect to FZSBHC, coaches and teammates as follows:

- (a) FZSBHC games take precedence over club team practices when possible. If there is a conflict, it needs to be discussed upfront with the FZSBHC head coach immediately.
- (b) Marking availability in Crossbar for all FZSBHC events at least three (3) days prior to allow the coaching staff/ Board to alter plans if an attendance threshold for the team cannot be met.
- (c) Notify the coach by a phone call or text (copying a parent) if there are any changes in marked availability for upcoming events two (2) days away or less.

- (d) If a player cannot finish a game you start due to another conflict, they must discuss it with the FZSBHC head coach ahead of time or they will not be allowed to play.

Practices: Players are expected to attend all scheduled practices and must mark their availability in Crossbar. If a player must miss practice due to illness or an unavoidable academic conflict, they must notify the Head Coach at least eight (8) hours in advance by text or phone call, copying a parent, unless circumstances prevent timely communication.

Games: Players are expected to arrive at the rink in the communicated dress code and at the time designated by the coaching staff. If a player must miss a game due to illness or unforeseen circumstances, you must notify the Head Coach at least twenty-four (24) hours before the game via text or phone call (copying a parent), unless circumstances prevent timely communication.

Attendance at all practices and games may be tracked by the head coach using Crossbar. Records are maintained throughout the season and are available to parents upon request. Coaches may review attendance records on an ongoing basis and proactively contact families whose attendance falls below expectations before taking any action.

8.2 Excused vs. Unexcused Absences

Absence Type	Examples	How to Report
Excused	Illness (player or immediate family), school obligation (test, event, field trip), family emergency, religious observance, injury	Notify coach no later than 8 hours before practice and twenty-four (24) hours before a game, unless circumstances prevent timely communication
Unexcused	No notification provided; notification provided after the event; non-emergency personal preference	N/A — reported automatically when no prior communication is received

8.3 Consequences of Repeated Unexcused Absences

- **1–2 unexcused absences:** No formal action; coach may speak with family informally
- **3 unexcused absences:** Coach-parent conversation; reduction in game playing time at coach's discretion
- **4+ unexcused absences:** Written warning from Board; potential reclassification of roster status; tournament eligibility may be affected
- Players who fall below 70% overall attendance (excused and unexcused combined) may be placed on an attendance review plan

8.4 Holiday and School Break Schedule

Practices and games may be scheduled during school break periods (Thanksgiving, winter break, spring break). The annual schedule published in September will clearly mark all holiday-period events. Families should review this schedule carefully and plan accordingly.

Holiday Schedule Communication

If you know at registration that your family will be traveling during a specific holiday period, notify your coach at that time. Coaches appreciate advance planning and can factor it into roster management. Surprises two days before Thanksgiving are much harder to accommodate.

8.5 End-of-Season Commitment

Registration constitutes a commitment through the end of the season, including:

- All playoff or qualifying tournament games your team participates in
- The annual season-ending banquet and awards night (attendance strongly encouraged)
- Completion of any required volunteer hours

Section 9: Spectator Rules and Facility Policies

9.1 Rink Code of Conduct

The Wentzville Ice Arena and all facilities used by the Bulldogs Hockey Club maintain their own codes of conduct, which apply to all spectators. Club policies supplement — and in some cases exceed — facility requirements. Violations of facility rules may result in expulsion from the building by facility staff, independent of any club action.

9.2 Bench and Ice Access

Only rostered coaches and designated team personnel are permitted behind the bench or on the ice or inline rink during club events. Parents, guardians, and other spectators must remain in designated spectator areas at all times. During warmups, post-game skates, or practice, no unauthorized person should approach the ice or inline surface.

9.3 Locker Room Policy (SafeSport)

SafeSport Locker Room Policy

The following rules apply to all club locker rooms without exception:

- No adult may be alone with a minor player. Locker rooms must follow either the two-deep rule (two screened adults present) or open-door policy.
- No electronic devices with cameras are permitted in locker rooms at any time.
- Adult access to the locker room during team meetings requires the presence of at least two adults.

These policies are not optional. They protect every child in our program. Questions should be directed to a Board member.

9.4 Photography and Video Policy

- Photography and video from public spectator areas is generally permitted for personal, non-commercial use.
- No photography or video recording in locker rooms — ever.
- Commercial use of images captured at club events requires written permission from the Board.

9.5 Arrival Expectations

Coaches will communicate the timetable for players to arrive at the rinks and dress for coaches' instructions, both pre-game and post-game, as well as before practice sessions. Players who arrive after the coach's stated ready time may be asked not to dress for the game. Chronic lateness is treated as an attendance concern under Section 8.

9.6 Sibling Supervision

Siblings of players are welcome at club events. Parents and guardians are fully responsible for supervising all non-player children in their care at all times. Unsupervised children in rink hallways, near ice or inline surfaces, or in locker room areas create safety risks. The club is not responsible for the supervision of siblings or other non-player children at events.

Section 10: Grievance and Complaint Process

We want every concern to be heard and addressed fairly. Most issues can be resolved quickly with open, respectful communication. The following guide helps you direct your concern to the right person — and ensures it is handled with the seriousness it deserves.

10.1 Who to Contact for What

Type of Concern	First Contact	Escalation
Coaching decision, playing time, practice structure	Head Coach (after 24 hours, in writing)	Director of Hockey Operations
Player safety concern (on-ice incident, injury, unsafe conditions)	Immediately to Head Coach AND Board President	—
SafeSport violation (boundary violation, grooming, abuse suspicion)	Immediately to SafeSport Coordinator OR Board President — and directly to the U.S. Center for SafeSport	—
Board conduct or club policy concern	Board President, Vice President or Secretary/Registrar (in writing)	Full Board vote
Financial dispute or billing error	Treasurer (in writing)	Board President
Parent/spectator conduct concern	Resolution & Disciplinary Committee Chair, Board Vice President	Full Board

10.2 How to Submit a Formal Grievance

1. Prepare a written summary of your concern: what happened, when, who was involved, what outcome you are seeking
2. Submit via email to the Board President or Secretary (contact info in Section 11)
3. The club will acknowledge your grievance in writing within **5 business days**
4. A resolution, or a clear update on the process, will be provided within **30 calendar days**
5. You have the right to appeal any Board decision in writing within 10 days of receiving the decision

10.3 Anti-Retaliation Protection

You Are Protected

The Fort Zumwalt South Bulldogs Hockey Club strictly prohibits retaliation against any player, parent, or coach who files a good-faith grievance or raises a SafeSport concern. Any person found to have retaliated against someone for reporting a concern will be subject to immediate disciplinary action, up to and including removal from the club.

Section 11: Important Contacts and Resources

11.1 Club Leadership Directory

Role	Name	Email	Notes
Board President	Chris Boehm	Reference About Board of Directors at www.fzsbulldogshockey.com	Club supervision and general oversight ; All matters of the Board and any escalation. Club's primary liaison with USA Hockey, MSCHA, MOIHA and other affiliated leagues.
Vice President	Robert Leonard	Reference About Board of Directors at www.fzsbulldogshockey.com	Assists President; Disciplinary point of contact for MSCHA, MOIHA, Missouri Hockey, USA Hockey and any other member organization that FZSBHC participates in; Oversees the Resolution & Disciplinary Committee and preside over any discipline issues within the club, serving as the liaison between the Resolution & Disciplinary Committee (R&DC) Chair and the Officers of the Board.
Treasurer	Mike Riney	Reference About Board of Directors at www.fzsbulldogshockey.com	Responsible for budgets, all Club funds, accounts, and financial assets.
Secretary/Registrar	Melissa Diefenbach	Reference About Board of Directors at www.fzsbulldogshockey.com	Maintain and safeguard all official Club records, including membership lists, birth certificates, insurance forms, grade cards, historical minutes, correspondence, and governing documents. Point of contact for potential

Role	Name	Email	Notes
			new players and families regarding registrations, fees, etc
Director of Hockey Operations	Annie Zboray	Reference About Board of Directors at www.fzsbulldogshockey.com	Coordinates all on-ice, inline, and hockey-program-related activities, including team registration, player rostering, coaching coordination, ice and inline scheduling collaboration, and USA Hockey compliance for player and coach certifications
Resolution & Disciplinary Committee (R&DC)	Betsy Grzybinski	Reference About Board of Directors at www.fzsbulldogshockey.com	Point of Contact for all grievances or complaints from the general membership
Fundraising Coordinator	TBD		Volunteer hours, fundraising events

11.2 Club Digital Resources

Resource		Link / Contact
Club Website		www.fzsbulldogshockey.com
Club social media (Facebook)		www.facebook.com/groups/fzsbulldogshockeyclub
Club social media (Instagram)		@fzsbulldogshockey
Team Communication Platform		www.accounts.crossbar.org/login

11.3 External Safety and Regulatory Resources

Organization	Contact	When to Use
U.S. Center for SafeSport	safesport.org 833-587-7778 (833-5US-SPRT)	Report abuse, misconduct, SafeSport violations in sport
Missouri Children's Division (Child Abuse Hotline)	1-800-392-3738	Report suspected child abuse or neglect in Missouri

Organization	Contact	When to Use
USA Hockey	www.usahockey.com	Player registration, rules, age division questions
USA Roller Sports (USARS) Affiliation	www.usarollersports.org	National governing body for inline hockey in the United States. USARS rules, regulations, and athlete safety policies, including SafeSport aligned standards, background screening, and coaching requirements
Emergency	911	Any medical emergency, fire, or immediate safety threat

Section 12: Acknowledgment and Agreement Form

2026–2027 FZSBHC Parent and Player Handbook

**Must be completed and returned to the Club prior to participating in any club activities*

I Acknowledge and Agree That:

I have received, read, and understand the Fort Zumwalt South Bulldogs Hockey Club Parent and Player Handbook in full.

My player and I agree to abide by the Player Code of Conduct (Section 3.8) and all policies in this handbook.

I agree to abide by the Parent and Guardian Expectations (Section 4), including the 24-Hour Rule and sideline behavior standards.

I understand and accept the Playing Time Philosophy (Section 5) and agree not to approach coaches about playing time in inappropriate settings or timeframes.

I understand the Social Media Policy (Section 6) and agree to its terms.

I understand the Attendance and Commitment Policy (Section 8) and accept that my player is committed to the full 2026–2027 season.

I have read and understand the SafeSport locker room policy (Section 9.3) and agree to comply with all SafeSport guidelines.

I understand that failure to comply with club policies may result in disciplinary action up to and including removal of my player from the team.

I understand the Refund Policy and the financial obligations associated with registration.

My family will complete the required minimum volunteer hours for the 2026–2027 season as established by the Board. Failure to do so will result in a charge of \$100 at the conclusion of the season.

Player Information

Player Full Name: _____

Date: _____

Parent / Guardian Information

Parent/Guardian Full Name: _____

Relationship: _____

Email Address: _____

Phone: _____

Second Parent/Guardian (if applicable): _____

Section 13: Code of Conduct Quick Reference Card

FZSBHC — Code of Conduct Quick Reference



PLAYERS WILL:

- Respect coaches, teammates, opponents & officials.
- Give 100% effort at every practice and game.
- Support teammates — on the bench and off.
- Accept referee decisions without complaint.
- Shake hands and mean it — win or lose.
- Keep the locker room safe and positive.
- Represent the Bulldogs with pride everywhere.
- Notify the coach BEFORE missing practice.
- Be on the ice or inline rink and ready on time — every time.



PLAYERS WILL NOT:

- Fight, retaliate, or use cheap shots — ever.
- Bully, haze, or exclude any teammate.
- Use profanity, slurs, or derogatory language.
- Use alcohol, tobacco, or any controlled substance.
- Post negative content about opponents or officials online.
- Disrespect facility staff or property.



PARENTS WILL:

- Cheer positively for ALL players.
- Model sportsmanship in the stands.
- Trust the coaching staff's decisions.
- Wait 24 hours before contacting coaches after a game.
- Contact coaches by email or Crossbar for non-urgent matters.
- Complete volunteer hour commitment.
- Supervise their own non-player children at rinks.
- Follow all SafeSport and locker room policies.



PARENTS WILL NOT:

- Coach from the stands or boards.
- Yell at referees, opponents, or coaches.
- Discuss playing time with coaches at the rink.
- Use derogatory, threatening, or profane language.
- Enter the bench, ice, or locker rooms without authorization.
- Post negative content about the club, coaches, or other players online.

REMEMBER: THE 24-HOUR RULE

If you have a concern after a game or practice, **wait 24 hours before contacting your coach.**

Exception: Always report injuries or SafeSport concerns immediately.

SafeSport: safesport.org | 833-587-7778 | MO Child Abuse Hotline: 1-800-392-3738

Fort Zumwalt South Bulldogs Hockey Club — Parent and Player Handbook, 2026–2027 Season Edition
A Registered 501(c)(3) Nonprofit Organization | O'Fallon, Missouri

Questions or suggested revisions: fzbulldogshockey@gmail.com

This handbook is reviewed and updated annually by the Board of Directors. Policies are effective upon distribution.