NEW PRAGUE

HOCKEY

MANAGER RESOURCE

GO-TO BINDER

DOCUMENTS | PROCEDURES | RESPONSIBILITIES | PROCESSES



ALL IN ONE PLACE.

LEAD.
SUPPORT.
BUILD.
TOGETHER.

WELCOME, TEAM MANGERS!

Thank you for volunteering to support your team. Team managers help coaches focus on player development by keeping families informed, coordinating logistics, and inviting parents and guardians to contribute. You are not expected to do everything yourself. Build a team of helpers, ask questions, and remember to enjoy the season alongside your player.

Our mission, vision, and seven core values guide how managers communicate, support coaches, welcome families, and make decisions throughout the season. We prioritize long-term development over short-term results and strive to make hockey challenging, rewarding, and fun.

OUR MISSION, VISION, AND CORE VALUES

Our Mission

Our mission is to create a positive and competitive hockey culture that people are proud to be part of—one built on accountability, development, hard work, support, community, and a place where every player feels accepted and valued.

Our Vision

To be a youth hockey community that players, families, coaches, and volunteers are proud to be a part of—recognized for strong development, hard work, higher standards, meaningful support, and a culture where every person feels accepted, valued, and connected.

Our Core Values

Our mission and vision are guided by the following core values, which shape the decisions we make, the standards we uphold, and the culture we strive to create every day.

- Hard Work: We believe effort, discipline, and commitment are the foundation of growth and success.
- Development: We prioritize long-term player and personal development over short-term results.
- Community: We strive to build strong relationships and create a positive environment for players, families, coaches, and volunteers.
- Support: We support our players and coaches by providing encouragement, communication, and resources to help them succeed.
- Accountability: We hold ourselves to higher standards on and off the ice through respect, responsibility, and teamwork.
- Belonging: Every player and family should feel accepted, valued, and proud to be part of our association.
- Fun: We believe hockey should be challenging, rewarding, and enjoyable while creating lifelong memories and friendships.

BUILDING MORE THAN HOCKEY

At New Prague Hockey Association, we believe hockey is about more than wins and losses. It is an opportunity to develop character, build confidence, create lifelong friendships, and strengthen our community. Through hard work, teamwork, and a commitment to supporting one another, we strive to provide an experience that every player and family is proud to be part of.

WHAT THIS MEANS FOR TEAM MANAGERS

Managers put these values into action by communicating clearly, sharing responsibilities fairly, supporting coaches and players, welcoming every family, addressing concerns respectfully through the proper channels, and helping the team enjoy the season.

1. START-OF-SEASON CHECKLIST

- ☐ Complete any USA Hockey registration, SafeSport training, and background screening required for your role before performing duties that require them. Confirm current requirements with the NPHA Registrar.
- ☐ Meet with the head coach to clarify roles, coaching expectations, scheduling preferences, tournament plans, and communication cadence.
- ☐ Confirm your team roster, jersey numbers, parent/guardian contacts, and approved coaching staff with the appropriate association contacts.
- ☐ Verify that families have linked the appropriate parents or guardians to their player in Crossbar so they receive team communications.
- ☐ Review the official team calendar in Crossbar and flag missing or conflicting events to the designated scheduler.
- ☐ Schedule a parent meeting early in the season and recruit volunteers for required game-day and locker room duties.
- ☐ Confirm how official rosters, GameSheet access, referee scheduling, equipment, and tournament information will be distributed.
- ☐ Review the current NPHA Handbook and applicable Minnesota Hockey, USA Hockey, and District 6 rules.

2. PARENT AND PLAYER MEETING

Hold a team meeting during the first one to two weeks, in coordination with the head coach. A rink meeting space may be available with advance approval.

- Introduce the coaching staff and team manager; explain how to reach each person and when to contact them.
- Review team goals, player development, attendance, punctuality, and the expectation of respectful conduct.

- Ask families to verify Crossbar access, player profiles, parent/guardian contacts, and notification settings.
- Explain how to RSVP to practices, games, and team activities in Crossbar; ask families to update availability promptly.
- Discuss travel, tournaments, team activities, and any proposed shared team expenses before collecting money.
- Explain the volunteer roles needed for home and away games, including approved locker room monitors.
- Reinforce that bullying, harassment, discriminatory language, hazing, and retaliation are not acceptable.
- Review the association's 24-hour rule and published grievance and SafeSport reporting procedures.
- Siblings and rink supervision: Siblings are welcome and encouraged to attend the rink and support their players and teams. However, parents and guardians are responsible for supervising them at all times. Siblings may not be left unattended, run through lobby areas, use the dryland room, or enter blocked-off or restricted areas. Please help keep the rink safe and welcoming for everyone.

3. RECORDS AND MANAGER RESOURCES

Keep a secure digital or physical manager folder with only the information needed to run the team. Avoid distributing sensitive player or family information.

- Approved USA Hockey roster and tournament-ready copies when required.
- Team contacts and emergency communication procedures.
- GameSheet instructions and approved scorekeeping backup procedures.
- Tournament confirmations, hotel information, and applicable rules.
- Volunteer assignments and locker room monitor coverage.
- District 6 award and game-count tracking, when applicable.

The Resources section of the NPHA website is a go-to spot for both Team Managers and parents throughout the season. Managers can find forms, instructions, templates, and other helpful information under Resources → For Managers. Families should also be encouraged to explore the parent resources available on the website. Training videos—including how to operate the time clock—are available, and additional resources and videos will be added as the season progresses. Check back regularly and share these tools with your team whenever helpful.

4. TEAM COMMUNICATIONS AND CROSSBAR

Crossbar is the primary platform for team schedules, roster access, attendance responses, and team communications. Families should add all relevant parents or guardians to the player account following the association's Crossbar instructions.

- Send a brief, team-specific weekly update with the coming week's events, arrival times, volunteer needs, and important association reminders.
- Post schedule changes promptly in Crossbar and send a separate alert when the change is urgent.
- Ask families to use Crossbar RSVPs and notify the manager or coach about absences as early as possible.
- NEW THIS SEASON — ASSOCIATION ATTENDANCE TRACKING: NPHA will track player attendance throughout the season to support consistent communication, accountability, player development, and team planning. Team Managers or coaches should record attendance for each team activity using the Crossbar app. This is a quick daily task and should be completed promptly to keep association records accurate. Attendance tracking is separate from families submitting their RSVPs; families should continue to communicate absences directly with the coaching staff.
- Respect family privacy. Share player medical information only with authorized people who need it for safety.
- Do not use team communication channels to criticize players, coaches, officials, or families. Redirect concerns to the appropriate process.

5. COACHES AND TEAM RESPONSIBILITIES

The head coach leads player development, on-ice instruction, and hockey decisions. The team manager coordinates communications, scheduling details, volunteer needs, and other team logistics in partnership with the head coach. Maintain open communication and support a positive, accountable team environment.

Encourage families to support the whole team, not only their own player. Maintain a welcoming environment and give volunteers clear, manageable responsibilities.

6. EQUIPMENT, JERSEYS, AND SOCKS

- Coordinate with the head coach and Equipment Coordinator about issued team equipment and return deadlines.
- Head Coaches will receive an association-issued puck bag for team use. Puck bags must be returned to the NPHA Equipment Coordinator at the end of the season. Team Managers should help remind coaches of this return requirement.

- Confirm each player has the required game jersey and team socks; direct missing or replacement orders to the current equipment contact.
- Remind families to follow association rules for game-only jersey and sock use, if applicable.
- Do not promise equipment availability, pricing, or delivery dates without confirmation.

7. ICE TIME, PRACTICES, AND OFF-ICE ACTIVITIES

The association schedules and allocates ice time. Team managers should maintain accurate Crossbar calendars, but must not independently cancel, trade, or reschedule association ice without the required approval.

- Confirm schedule changes with the current NPHA scheduling contact before notifying opponents or families.
- Clearly identify Project Hockey skills sessions, goalie-only training, dryland, and off-site practices (including Shattuck) in Crossbar.
- For dryland or meeting rooms, confirm facility availability, supervision, equipment, and safety rules with NPACC or the designated coordinator.
- Use off-ice events to strengthen team relationships while making participation expectations and costs clear.

Project Hockey skills clinics take place on Sundays during designated solo ice for 45-minute sessions. Teams may not cancel these sessions. Practices scheduled at Shattuck and other off-site facilities must follow association scheduling requirements. Refer to current association announcements for other training opportunities, including Xhockey and MEGA Goaltending.

8. SCRIMMAGES

Coordinate all scrimmage plans with the head coach and scheduler. A scrimmage is not confirmed until ice, the opponent, and any required officials have been arranged.

Ask the head coach which opponents and dates support the team's development goals.

Solo TBD ice is intended for scrimmages. Coordinate with the head coach and scheduler to secure an opponent and confirm details; do not treat Solo TBD as a regular practice or cancel required team activities.

Contact the opposing team manager and agree on the level, date, location, format, and expectations.

Confirm referee needs, referee assignment procedure, payment responsibility, and required lead times using current District 6 guidance.

Notify the association scheduler and publish confirmed details in Crossbar.

Arrange appropriate game-day volunteers, roster documentation, and scorekeeping, as required.

Squirt and 10U teams are strongly encouraged to schedule additional scrimmages as coach-controlled scrimmages to help avoid exceeding their permitted game count. Managers should monitor their team's game count throughout the season and confirm how each event is classified under current District 6 rules.

Coach-controlled scrimmages may be played without using the time clock or keeping score. Coordinate the format with the head coach and opposing team in advance.

9. DISTRICT GAMES AND GAME-DAY OPERATIONS

District games are scheduled under District 6 procedures. Changes may require approval and may incur fees. Never commit to a district-game change before confirming the current approval process and any costs.

- Keep Crossbar updated with confirmed game information, including arrival instructions.
- Coordinate the required home and away volunteer positions with the opposing team as needed.
- Ensure the official roster and any required player eligibility documentation are available.
- Follow officials' directions regarding game timing, penalties, game completion, and safety.
- Track game counts for levels subject to limits; confirm the current limits and exclusions with District 6.
- For severe weather, follow District 6, arena, and association communications; families should make safe travel decisions.

10. GAMESHEET AND SCOREKEEPING

GameSheet is used for electronic game scoring where required. Arrange trained adult volunteers and verify device access before the first home game. Follow the current District 6 or tournament instructions for loading games, checking rosters, recording penalties and goals, obtaining approvals, and submitting final results.

If electronic scoring is unavailable, follow the current approved paper backup and reporting process. Older fax, email, and submission deadlines should not be carried forward without verification.

11. TOURNAMENTS AND TRAVEL

- Confirm the tournaments assigned to your team and contact tournament directors to establish the manager as the point of contact.
- Distribute hotel blocks and booking deadlines promptly, if a block has been arranged.
- Check roster submission deadlines, tournament rules, check-in procedures, and team credentials.

- Add confirmed tournament game times and locations to Crossbar as soon as they are available.
- Delegate optional team meals, activities, and player gifts to parent volunteers.
- Seek approval before adding tournaments or committing families to extra fees, and verify game-count restrictions.

All teams are scheduled for four tournaments during the 2026–2027 season. Share the tournament dates and details with families as they become available.

12. VOLUNTEERS AND LOCKER ROOM SAFETY

Team managers are responsible for helping coordinate required volunteer coverage, but responsibility should be shared fairly among families. Game-day team duties are separate from association-wide volunteer commitments unless NPHA specifically states otherwise.

- Arrange the currently required penalty box, clock, music, and GameSheet positions for each game.
- Schedule approved locker room monitors for all required activities and ensure coverage begins before players enter.
- Confirm each monitor has completed applicable SafeSport training and current background screening.
- Follow the current USA Hockey, Minnesota Hockey, District 6, and NPHA locker room policies, including privacy and recording-device restrictions.
- Never assume that a parent or volunteer may enter a locker room simply because they are helping a player.
- Escalate safety concerns promptly through the appropriate SafeSport or association reporting channel.

NPHA's 2026–2027 volunteer commitment is generally 22 hours per family, including 11 concessions hours; Junior Gold families have an 11-hour concessions requirement. These association requirements should not be confused with team-specific game-day volunteer assignments. Confirm exceptions and buyout provisions in the current handbook.

13. RESPECT, CONCERNS, AND GRIEVANCES

We expect respectful communication among players, coaches, parents, officials, and volunteers. When a non-safety concern arises, families should follow NPHA's 24-hour rule and formal grievance procedure rather than confronting coaches or volunteers immediately after a game or team decision.

The 24-hour rule does not delay reporting of abuse, harassment, discrimination, or other immediate safety concerns. Those concerns must be reported through the appropriate SafeSport or emergency channels without waiting.

14. TEAM FUNDS, APPAREL, AND ACTIVITIES

Team funds and activities: Any optional team collections, player gifts, meals, or social activities should be discussed openly with families. Clearly communicate the purpose, expected cost, and how funds will be collected, tracked, and used. Additional team-related expenses beyond the standard program offering must be communicated to families and approved by team consensus before costs are incurred.

Team apparel and game-day unity: NPHA has an association team sweatshirt that all players are asked to wear on game days. Wearing the same sweatshirt creates a cohesive team appearance, demonstrates support for one another, and shows pride in representing New Prague Hockey. Managers should communicate this expectation to families and help coordinate any sweatshirt questions. Additional team apparel may be coordinated in accordance with NPHA apparel and branding guidance.

End-of-year fundraiser auction basket: Each team is required to contribute one auction basket to NPHA's end-of-year fundraiser. The Team Manager should coordinate with team families to select a theme, organize contributions, and ensure the completed basket is submitted by the Association's communicated deadline. Involve families in a fair and collaborative way and share the collection and delivery details in advance.

15. STANDINGS, PLAYOFFS, AND PLAYER RECOGNITION

Consult District 6 for current standings, fair play scoring, game formats, playoffs, and end-of-season tournament rules. Managers may track eligible individual awards, such as hat tricks, playmakers, and goalie shutouts, but should verify the current criteria, limits, and submission process before filing requests.

16. END-OF-SEASON CHECKLIST

- ☐ Confirm all team equipment, puck bags, keys, and association devices are returned to the appropriate contacts.
- ☐ Complete any required District 6 awards or team reporting.
- ☐ Share end-of-season appreciation with coaches, players, families, and volunteers.
- ☐ Reconcile optional team funds transparently and communicate any remaining balance or agreed use.
- ☐ Archive essential team records securely and avoid retaining unnecessary sensitive information.
- ☐ Celebrate progress, friendships, teamwork, and the contributions of every player.

Current Contacts and Resources

Use the NPHA website, including Resources → For Managers, and Crossbar for current Board, Manager Director - Brandy Rife, Registrar, Equipment Coordinator, Scheduling Coordinator, and SafeSport contacts. Outdated individual contacts have been removed.

Association website: newpraguehockey.com | District 6: d6hockey.net | Minnesota Hockey: minnesotahockey.org | USA Hockey SafeSport: usahockey.com/safesporttraining