



EHA

Team Manager Manual

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Thank you for volunteering to be your child's Team Manager. As an all-volunteer organization, Eagan Hockey depends on members to give their time in support of our association. Managers are critical in establishing the framework for a fun and successful season. Team managers serve as the liaison between the coaching staff, the EHA board, MN Hockey District 8, and families on the team. While the Team Manager role will require a lot of effort, remember hockey is a team sport. All parents should be contributing to the responsibilities of the team. Ask for help and delegate whenever you can. This document contains the information you need to complete your role as Manager. There are action items under each section and resources are listed at the end. Please read the manual carefully and ensure all action items are completed.

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Season kick-off checklist

Coach & Parent Communication

- ☐ Schedule a touch-base meeting with the Head Coach to discuss season expectations.
- ☐ Schedule and host a parent kick-off meeting.
 - ☐ Create a volunteer sign-up sheet for key duties to review at the team meeting.
- ☐ Establish communication channels:
 - ☐ Create an email distribution list for weekly parent emails.
 - ☐ Set up GroupMe for quick messaging between coaches and parents.
- ☐ Validate that parent contacts have access to the team in Crossbar.

Registration & Volunteer Requirements

- ☐ Complete your volunteer registration:
 - ☐ USA Hockey registration
 - ☐ USA Hockey background check
 - ☐ SafeSport Certification
- ☐ Create a locker room monitor sign-up schedule.
- ☐ Ensure Locker Room Monitors complete:
 - ☐ USA Hockey registration
 - ☐ USA Hockey background check
 - ☐ SafeSport certification

Team Finances

- ☐ Set up the team budget and request slush funds from parents.

Team & Game Management

- ☐ Obtain the USA Hockey Roster from the Travel Coordinators.
- ☐ Set up the team on Gamesheet.
- ☐ Set up minor official groups for home games.
- ☐ Customize your team page on the Eagan Hockey Crossbar website.

Manager's Folder

- ☐ Create a manager's folder to house printed documents, including:
 - ☐ USA Hockey Roster
 - ☐ Roster labels
 - ☐ Parent contact information
 - ☐ Tournament rules
 - ☐ Other important team documents

Practices, Games & Scheduling

- ☐ Review the ice scheduling plan for practices and D8 games.
- ☐ Schedule scrimmages according to the approved strategy with the Head Coach.

Coach/Manager Meeting

Schedule a meeting with your team's Head Coach within the first week of the season to clarify roles, expectations, and plans. The Coach is responsible for leading everything on the ice and the Manager is responsible for everything off the ice. This meeting will be helpful to gain alignment on expectations for a successful season.

Action Items

- Schedule meeting with Coach to align plans for the season, and plan parent kick-off meeting.

Parent Kick-Off Meeting & Volunteer Sign Up

A parent kick-off meeting should be held within the first two weeks of the season. The meeting is a chance to:

- Make introductions.
- Provide an overview of the Coach's philosophy.
- Establish team expectations.
- Identify assignments for parent/family responsibilities, discuss team communication platforms, provide an overview of the team budget, collect team funds and paperwork, and highlight key dates.
- The meeting room at the East Rink at the Eagan Civic Arena (ECA) can be reserved at no cost. To schedule time, email Mark Vaughan at the City of Eagan – Mvaughan@cityofeagan.com or arenasupervisors@cityofeagan.com. You will need to indicate you are with the Eagan Hockey Association to reserve this room at no charge.

The best teams are the teams where all the parents are engaged and supporting the efforts of the team. There are a variety of different ways to engage parent volunteers.

- Bring a sign-up sheet to the parent meeting or post a first-come sign-up sheet online. It is expected that all parents have some team duties.
- Suggestions include: Team photographer/live streaming, memory book, bar & restaurant coordinator, away tourney coordinator, team building event planner, locker room monitors.

Action Items

- Schedule a team meeting with the parents on your team.
- Create a sign-up to involve other parents in team planning and tasks.
- Ensure that each family volunteers for at least one role or responsibility.

Volunteer Registration Requirements

All Coaches, Team Managers, Locker Room Monitors must complete the following steps.

1. **USA Hockey Registration:** Register with USA Hockey for the current season. A new registration is required every season. Off-ice volunteers (locker room monitors and team manager) do not pay a fee. Coaches will be reimbursed for registration fees. Steps 2 and 3 below are tied to your USA Hockey Number, so you must complete this step first. [Click here for USA Hockey registration.](#)
2. **Background Screening:** Complete the background screening through NCSI. The cost is \$30 and

valid for two seasons. This cost is reimbursable. If you completed a screen last season, you are covered this season and will be notified as such when trying to complete a new one. [Click here for background screen.](#)

3. **SafeSport Training:** Complete SafeSport Online training every season. [Click here to complete SafeSport.](#)

Receipts can be submitted to the EHA Treasurer for reimbursement via the form on the website: [Coach Reimbursement Form](#)

Action Items

- Register with USA Hockey.
- Submit USA Hockey background screening form.
- Complete Safe Sport training.
- Ensure that locker room monitors complete the above items.
- Submit necessary reimbursements.

Team Budget

The Team Manager provides oversight into the team budget.

Funding:

- Eagan Hockey Association contributes a set amount per player and goalie. A check will be provided to you. Annual contribution amounts are listed in the [EHA Handbook](#).

Guidelines:

- It is important that all families contribute to the team slush fund. Players may not be able to participate in activities funded by this money if their family does not contribute.
- Tracking of team funds should be transparent, either via a shared Google drive or through regular updates to the families.

Team funds should cover: Mandatory hockey-related events each player is expected to attend.

- The purchase of extra practice or scrimmage ice outside of the \$1,000 bonus ice allocation available to EHA teams.
- Payment to refs for scrimmages – rates vary and are found on the [Referee Rates](#).
- Registration fees for extra tournaments, beyond the tournaments paid for by EHA.

Team funds may cover, within reason:

- Hospitality room for out-of-town tournament.
- Discretionary funds for team meals, when provided to each player equally.
- Discretionary funds for “goodies”; donuts, water bottles, travel tournament gift bags. As a suggestion, ask families to collect goodies at their monetary comfort level.
- End-of-season thank you gifts for coaches.

Team funds should not cover:

- Expenses that are offered, but are optional, including apparel, events with optional attendance.

- Expenses that do not apply to each player equally, such as restaurant outings with families of varying size.
- Extra gear - players are responsible for meeting equipment requirements.
- Payment to coaches – EHA provides all payment to paid coaches, with proper tracking required by law.
- Hotel expenses for paid coaches – coaches should make their own reservations and submit expenses to the Treasurer.
- To keep consistent team-to-team and year-to-year, EHA provides teams with:
 - Coach supplies, including pucks, first aid kit, and other emergency supplies.
 - Practice jerseys.

Action Items

- Open a team bank account or determine how you'll manage and track team funds.
- Develop a budget to cover expenses for the season and ask for additional slush funds contributions if additional funds are desired outside of the EHA contribution
- Establish a tracking mechanism, such as a Google Sheet, to keep expenses as transparent as possible to team parents.

Crossbar App & Team Page

Crossbar serves as the master calendar for your team and should include details for all events. Parents will primarily use the Crossbar app to stay connected to the team schedule, and RSVP for their players. Each team will also have a dedicated webpage on the Eagan Hockey website, where managers can post team-specific information.

Eagan Hockey handles:

- Creation of individual teams and rosters in Crossbar and assigning Managers as admins.
- Working with our ice scheduling vendor (Avario) to load the practice schedule.
- Working with our ice scheduling vendor to load District 8 games.
- Creation of association-wide events.

Managers are responsible for:

- Validating parent contact information for each player, ensuring they received an invitation to join the team in Crossbar.
- Adding scrimmages as they are scheduled.
- Adding team events that are specific to your team.
- Add tournament games as they become available.
- Updating the team web page with Coach and Manager contact information, minor official schedules, and other pertinent team information.
- Updating the calendar with ice swaps due to scrimmages or other schedule changes.

Action Items

- Confirm Crossbar admin access.
- Ensure all parents have access to the team in Crossbar.

- Add team-specific information to the team webpage.

Team Communications

Managers should send out periodic emails to the team to provide an overview of the weekly schedule and address any upcoming events. Try to limit these emails to once per week to minimize email overload. It is critical to stress to your team the importance of reading and responding to your emails in a timely manner.

For real time communications, GroupMe is commonly used. All parents and coaches should be included in the group. As a reminder, coaches and managers should not participate in group chats or social media platforms with minors, without parents included.

Action Items

- Collect/confirm parent contact information.
- Set up GroupMe account.
- Send periodic (weekly or twice per month suggested) updates to the team.

Official USA Hockey Approved Rosters

Players are required to meet birth date, citizenship, and residency requirements. The Registrar manages this process with families directly but may seek the Manager's assistance as needed.

Coaches are required to complete SafeSport training, USA Hockey background screen, and additional coaching requirements. The Registrar manages this process with the coaches directly but may seek assistance if coaches have open items to complete.

Once all players and coaches are fully verified by USA Hockey, the Registrar can roster the team and submit it for approval with District 8. Once the approved, stamped copy is received, the Manager should keep printed copies and the electronic link for future needs. The official Team Roster is typically required upon check-in at tournaments but may be requested during official games.

Only officially rostered players may play with the team during events, including practices, scrimmages, District 8 games, and tournaments, unless it is a scheduled joint practice. As an exception to promote development, goalies may practice with a different level team if their own team's schedule is priority. This allowance is only for goalies and only for practices.

If the team's goalie is unavailable for a game, there is a prescribed substitution process. The [Goalie Substitution Form](#) must be completed and approved by District 8 Director in advance of the game. A goalie may sub in from a team if they are:

- 1) Equal or lower in age classification and
- 2) Equal or lower in level A/B1/B2.

If a goalie from EHA is not available, a goalie within District 8 may sub. If a D8 goalie is not available, a goalie from another Minnesota Hockey District may sub. The substitute goalie must wear his/her jersey from her home team. The 2 hours between games rule does apply, and goalies may not substitute for games that interfere with activities of their home team.

Action Items

- Print a copy and save the link to the USA Hockey Official Approved Roster
- Be familiar with the Substitute Goalie form, especially if the team rosters only one goalie.

Setting up Gamesheet – scoring

Gamesheet is the electronic scoring platform used by District 8, and most other associations throughout Minnesota. Electronic scoring replaces previous paper scoring. Managers are responsible for loading their team into Gamesheet before the first game. Review the [Quick Start Guide for Teams](#) to get familiar with how to set up your team in Gamesheet. The EHA Travel Coordinators will provide team invitation codes to set up your account.

NOTE: when your team is participating in scrimmages that uses Gamesheet for scoring, message Gamesheet – info@gamesheet.com to ask if they can add your team to the **Minnesota Hockey – Exhibition Season**. Aim to complete this at least 24 hours in advance. Each time you are in a tournament, you'll also notice your team is added to additional leagues in Gamesheet.

Sample snapshot from Gamesheet

[Associations](#) / [USAH - Minnesota District](#) /

Leagues

Total leagues: 5

TITLE

[District 4](#)

[District 6](#)

[District 8](#)

[Invitational Tournaments](#)

[Minnesota Hockey - Exhibition](#)

Action Items

- Set up your Gamesheet account and add the team roster.
- If participating in a scrimmage, [contact Gamesheet](#) to add your team to the Exhibition season.

Apparel

A year-round apparel store is available from Pure Hockey. The [Apparel](#) is posted on the EHA website. Additional opportunities to order apparel will be communicated to Managers to cascade to their team.

Action Items

- Ensure that all players order apparel before the store closing deadline.

- Distribute apparel when it arrives, as needed.

Manager Folder – physical or electronic documents

Managers should create a team folder they bring or have access to at every game or give to another parent in their absence. Include items you may not otherwise be able to access digitally, such as official USA hockey roster, labels, and tournament rules.

Action Items

- Create Team Manager folder.
- Bring Manager folder to all games throughout season.

Roster Labels

Roster labels will be required for some non-D8 Games and may be required for tournaments. Use Avery 58163 or 8163 (2" x 4" Shipping Labels) to create the labels. Visit the [Manager Guide](#) to download a template.

Action Items

- Set up folder with printed documents.
- Make labels and add to manager folder.

SafeSport and Locker Room Policies

SafeSport is a national program to help prevent abuse of minors. Locker room monitors are required for travel teams at all levels at all events – including tryouts, practices, games, and tournaments. Players are not allowed to be in the locker room without a monitor per USA Hockey rules.

Designate a group of Locker Room Monitors to fulfill this requirement.

Locker Room Monitors:

- At least one responsible, screened, and trained adult must be present and during all team events – including practices, scrimmages, games, development ice, dryland.
- Arrive 30-45 minutes ahead of practice or a game.
- Must stay in the locker room until all the players are gone.
- Must never be alone in the locker room with another child. Please keep another player back or ask another parent of the same gender to come into the locker room.
- Monitors are relieved from supervision duties while the coaching staff gives pre-game prep and immediate post-game review.

Unmonitored locker rooms are a violation of SafeSport and the cause of most complaints received. All Locker Room Monitors must complete volunteer registration requirements.

- [USA Hockey registration](#)
- [USA Hockey background check](#)

- [SafeSport certification](#)

Cell Phones:

Cells phones cannot be used by anyone to record content while inside a locker room. This includes audio, pictures, or videos. Phones should be put away upon entry into the locker room. In some cases, teams may decide to have the locker room monitor collect cell phones. If a player needs to use his/her phone, he/she may step out of the locker room. Team photos are allowed once everyone is fully dressed.

Action Items

- Send volunteer registration info to Locker Room Monitors.
- Ensure that all Locker Room Monitors complete requirements prior to being assigned to rotation.
- Create signup schedule for volunteers via SignUp Genius.

Ice Scheduling

Season ice schedules are managed through Avario – an external vendor. Avario loads practice and District 8 game schedules. Typically, Avario reps may reach out to managers at the beginning of the season when schedules are loaded, requesting Managers validate the schedule and alert them to any issues.

If your team is unable to use ice time due to a scrimmage or another event, it is your responsibility to ensure the ice time does not go unused.

- Reach out to other travel managers, starting with your level, to see if they would like the ice time.
- If your team cannot use the ice, offer up ice time to other teams.
- Managers are responsible for updating their own Crossbar schedules with ice swaps.

Action Items

- Upon request, validate schedule with Avario reps.
- Coordinate with other managers to give away ice time your team is unable to use.

D8 Game Planning & Scoring

D8 games are scheduled through Avario, and referees are paid through registration fees.

Game Volunteers: For home games, the team must schedule Minor Officials to cover the clock, Game Sheet, and penalty boxes.

- These volunteer assignments are requirements of the team and do not count as DIBS.
- Assign these positions at the beginning of season, by placing families in groups, and rotating groups for home games.
- If a parent cannot make an assignment, they are responsible for finding a substitute and notifying their minor official team of the change.
- All hockey parents should learn how to run the clock.
- Remember as minor officials cheering and yelling are not permitted, and objectivity is

required.

Scoresheets: All score tracking will be done through the Gamesheet [iPad app](#). The Minor Official in charge of the scoresheet will use the iPads supplied by the associations at the rink.

- Eagan Civic Arena – iPads are locked down and kept in the box.
- Woog Arena – iPads are locked down and kept in the box.

Gamesheet training: Gamesheet provides a collection of on-demand video training. It can be found here: <https://help.gamesheet.app/article/29-training-videos>

Changes to games: Any changes to D8 games must be requested through D8: [D8 Game Sheet Info](#). Work with the opposing team manager to agree on a time and location for the new game prior to submitting the form. Typically, the home team manages the reschedule request and pays associated fees.

Action Items

- Create Minor Officials teams and schedule for all home games.
- Ensure parents have access to Gamesheet and Clock training links.

Scheduling Scrimmages

Most Coaches like to schedule scrimmages early in the season before tournaments and district games kick off. Scrimmages may incur additional costs, which need to be funded through the team budget or the EHA Bonus Ice Allocation. Managers typically take responsibility of scheduling scrimmages. Below are a few tips for scheduling scrimmages.

- Often scrimmages between other associations are done in pairs so that teams can share the existing ice and costs with the other association. A typical rule of thumb is the host pays for ice time, and the visitor pays for refs.
- The easiest path to hosting a scrimmage is to leverage solo ice time posted on your schedule. Review your schedule and identify solo ice times as potential scrimmages. Work with your Head Coach to determine how many scrimmages your team is interested in hosting throughout the season.
- Find opponents by visiting local association websites and finding contact information for other Team Managers at your team's level. Expect other Team Managers to reach out to you early in the season – be prepared to act fast to secure scrimmage spots – they often go very fast!
- When hosting a scrimmage, if refs are needed, schedule through the [D8 website](#).

Game Limits: Squirt/10U teams are limited to 35 games per season.

- Any two-team event that has referees, uses the clock, or has an official score sheet is counted in the 35-game limit.
- Coaches as referees “coach controlled” are not considered an official game (may not use the scoreboard).
- Any time the clock is used to post scores, or keep time for periods, District 8 counts this as a game. If your team would like to avoid having a scrimmage count as a game, the clock may be used for running time – put 55 minutes on the clock and let it run down.
- There will be 16 D8 games throughout the season. Tournament games are also part of the game limit so include those in your count before scheduling scrimmages. Check the

tournament information pages to determine how many maximum potential games are played per tournament. District playoffs are not included in the 35-game limit.

- There are no game limits for PeeWee, 12U, Bantam and 15U teams.

Funding:

- EHA teams may utilize their \$1,000 bonus ice allocation funding to pay for ice for practices or scrimmages and may also use this funding to pay for refs for away scrimmages. Once paid for, the team manager can request reimbursement from the EHA treasurer.

Action Items

- Work with Head Coach to develop strategy for scrimmages.
- Reach out to local associations to schedule scrimmages, leveraging solo ice.
- Schedule referees for home scrimmages.
- Bring a checkbook to pay for referees at scrimmages.

Tournament Planning

All tournaments will require planning and additional coordination.

Tournament Coordinator: Identify parent volunteers to support tournament planning, including:

- Scheduling team events and meals.
- Arranging special items, like hotel door signs and goodie bags.
- Supporting creation of an itinerary for out-of-town tournaments.
- Coordinating team travel if the team opts to travel by bus to out-of-town tournaments.

Tournament Fees: Unless your team opted for an extra tournament, all tournament fees have been paid by Eagan Hockey in advance. If your team opts to add an additional tournament, it is the Manager's responsibility to secure payment and facilitate registration.

Hotel Reservations: For out-of-town tournaments that are paid for by the association, EHA has pre-established hotel blocks. Teams should stay in the designated hotel. Managers are responsible for communicating hotel reservation details to families.

Buses: A team may decide to secure a bus for an out-of-town tournament. The bus expense would then be shared among only those choosing to participate and should not be paid out of the general team fund unless all families have agreed to participate equally.

Administrative: Managers will need to complete or upload a team roster as well as coordinate for any tournament apparel purchases for your team. Check tournament websites often for key dates and reach out to the tournament director to ensure you are on the distribution list for critical information. Bring your completed official USA Hockey roster to each tournament – most tournaments will review these at time of check-in.

Action Items

- Identify a Tournament Coordinator for each tournament.
- Confirm hotel block for out-of-town tournament and ensure that all families make reservations.

- If needed, book a room for any non-parent Coaches.

Dryland

Teams will have dryland added to their schedules by the Avario ice scheduling team.

- Dryland is available during select practices hosted at Eagan Civic Arena (ECA).
- Typically, dryland consists of 30 minutes on turf, and 30 minutes in the shooting area.
- Dryland will be placed in conjunction with ice time – either before or after.
- Canceling dryland is typically not an issue– a heads up to the Avario ice scheduling team is appreciated if there are multiple dates the team is not able to use.
- Managers should keep an eye out for dryland to be added to the schedule and send reminders to their team each week with dryland dates.
- Players should bring tennis shoes for the turf session, and have their sticks, helmets, and gloves for the shooting session.

Outdoor Ice

Outdoor ice is typically scheduled for teams as soon as it becomes available. Connect with your Head Coach to understand the team plan for outdoor ice. In the event outdoor ice is offered for the season, Avario will schedule and add practices to Crossbar for all teams. If a team has scheduled outdoor ice that they are not going to use due to weather or other circumstances, the team manager should contact Avario at least 24 hours in advance to cancel.

Action Items

- Work with Head Coach to understand plans for outdoor ice.

Team Pictures

You'll receive communication regarding team pictures from the board or level coordinator. Once pictures are scheduled, please update your calendar, and share the information with your team. Do not schedule scrimmages or change ice time on your assigned picture night.

Action Items

- Schedule time, add to team calendar, share date, and key info with parents.
- Provide instructions for ordering online.
- Manage group on day of pictures.

Concussion Protocol

Each Coach is required to complete concussion training as part of their Coaching certification. The Coach in charge of any team activity who has knowledge of a player sustaining a concussion or exhibiting concussion type symptoms must complete a Minnesota Hockey Concussion Reporting and Return to Play form relating to the injury. The form must be delivered to the Team Manager within 48 hours of when that

Player sustained a concussion or exhibited concussion type symptoms.

The Team Manager shall provide a copy of the report to the player's parents. Until the complete Return to Play portion of the form is received by the Team Manager or Coach, the Coach and Team Manager shall ensure that the Player does not participate in any team physical activities. The Minnesota Hockey Concussion Reporting and Return to Play form can be accessed [here](#). More information from Minnesota Hockey can be found [here](#).

Action Items

- If a Player has a concussion, ensure that a medical professional has signed Return to Play form before he/she returns to play.

Resources

Helpful links: A variety of sample documents are available in the [Manager Resources](#) on the website.