

Saint Viator Hockey

TEAM MANAGERS

MANUAL 2021-2022



THANK YOU for agreeing to serve as the Manager of your player's Hockey Team! Saint Viator Hockey, is a largely voluntary organization, depends on people like you to make the season possible. Managing a team is a significant commitment of your time and energy and we greatly appreciate your willingness to take on this vital role. There is no better way for you to contribute to the success of your team than to serve as its Manager. If handled correctly, it can be tremendously rewarding and lots of fun as well!

- What we are going to cover
 - Your Role
 - Team Meeting & Team Structure
 - Jerseys, Warm Ups & Equipment
 - Scheduling
 - Documents & Forms
 - Tournaments
 - Dryland Opportunities
 - Impact Baseline Testing
 - SVH Website
 - Safesport Training

1. YOUR ROLE AS MANAGER

Significant time and consideration were given before we asked you to serve as the Manager for your player's team. You were asked because we believe you have the kind of positive attitude and common-sense judgment that we encourage, as well as the ability to take care of the details necessary to ensure a fun season for all the members of your team: players, coaches and parents.

In essence, your role as the Manager is to handle the business affairs of the team and to organize and manage the parents. The Coach and his assistants are responsible for the players on the ice and in the locker room - you are responsible for everything else. Your job is to organize the team, to communicate effectively with parents, coaches and the SVH Director and to follow-up and ensure that delegated activities occur.

Delegating:

The best way to accomplish all that needs to be done is to delegate responsibilities to other parents on the team. This is a good way for more people to feel a part of the process, while helping you accomplish your goals. You will find that most parents are happy to help, although some may be a bit timid in “stepping forward”. Don't hesitate to ask other parents to help out. Parents generally find it much easier to have a clearly defined task assigned to them than to volunteer for vague and unspecified roles. Ask for volunteers early and then make assignments for any jobs left unfilled. As new tasks arise during the season, decide what needs to be done, ask for volunteers or make assignments as seems best to you. Use common sense and try to fit the tasks to the abilities, constraints and circumstances of each parent.

One of the most important delegations you can make is to select an Assistant Manager for your team. You will find it very helpful to have someone else intimately involved in the running of the team who can share some of the load and step in if you are not available. Try to pick someone who has never managed a team before but is interested in learning how to manage a team. In this way we can expand the pool of talented parents available to serve as team managers (and decrease the number of times you will have to serve during your player's hockey career!)

Some basic principles:

We prepared this guide to answer some of the most generally asked questions, and to help you get pointed in the right direction. We cannot possibly list all the situations that might arise during a hockey season, nor is there any one “right” way to handle things. While every manager has his or her own style, a few overall pointers may help:

- Be positive. Enthusiasm begets enthusiasm, while an ambivalent or negative attitude will be readily perceived and can, even subconsciously, undermine the best of intents. Conversely, do not tolerate negativism or negative comments about the players, parents, referees or coach of your team or any other team. Remember that you are probably the only direct contact most parents will have with the Club and its policies, so please act accordingly.
- Please be present and visible at all games you plan to attend. No one should have to look for you.
- Consumption of alcohol is prohibited.
- Try to help everyone keep sight of the program's goals. As you know, winning a hockey game or a Tournament isn't really high on the totem pole. What counts is sportsmanship, consideration of one's teammates

(or another parent's child), development of hockey skills and having fun.

- Stress the team aspect, not individual achievements. **Discourage discussions about statistics and playing time.**

- A solid relationship between the coach and manager is imperative for a successful season. Keep in contact with your coach so that the two of you are “on the same page” and not giving out mixed signals. Sometimes the coaches themselves (particularly the younger or newer coaches) require more of your guidance and support than you might initially expect.

- SVH employs a 24-hour rule. If a parent has an issue with something that a coach does in a game or practice, they should wait 24 hours. If they still have an issue after waiting 24 hours, they should then speak to you, the manager about it. They should not go directly to the coach unless the coach has said that that is his policy. You should then communicate the concerns to the coach. Compliance with this policy is extremely important. Remember that our coaches, while they are paid for their services, are coaching primarily because they love hockey and because they love teaching kids how to play hockey. Nothing will turn a coach off faster than a dispute with a parent. Try to prevent this from happening.

- In case of actual or potential controversies: It is important to control real or potential conflicts at the earliest possible moment, however minor they may at first appear and regardless of whether they are among parents or between any given parent and your coach. While ultimately you must rely on your good judgment to dictate at what point (if any) and in what fashion you need to get involved, it is usually best to nip problems “in the bud,” before they get out of hand and take on a life of their own. If the situation is one that you cannot decide how to handle, or which puts you in an uncomfortable position, please contact our Rules & Ethics Committee.

- Team Spirit: One of the keys to a successful season is a genuine sense of enjoyment and camaraderie between players, parents and coaches. A team manager should be on the look-out for opportunities to create and promote such rapport. Ideas that have been successful in the past include:
 - Casual team get together early in the season (pizza, ice cream, etc.)

- Service Events
- Holiday get togethers

Communication:

Remember that one of the keys to success as a manager is making sure that necessary communications are made in a conscientious and timely fashion. This requires effort on your part, both to be sure that you are aware of the things that you must communicate as well as to ensure that the communication itself occurs. Some reminders about good communication:

- Be timely, be clear and be accurate! One of the things that parents appreciate most is being kept informed, particularly with respect to schedules and schedule changes. It's usually not wise to rely on the kids to accurately relay information. We recommend emailing the game and practice schedules as soon as you know them. Since many busy households are only focused on the current week, we recommend **also sending an email at the beginning of each week of the week's activities.** Remember that you are the communication hub and that the other team parents are looking to you for information in a timely fashion.
- At the beginning of the season, the manager is responsible for assigning scorekeepers, a clock runner, live scorekeeper, 3 Security Guards (only applies to SHL Games) for all home games that are played at the MPIA.
- Manager is responsible for placing all roster stickers on scoresheets. Away games, find the opposing team manager and hand over 3 stickers. Home games prepare the scoresheet with all necessary information, place your roster stickers on in the HOME section and find the opposing team for their stickers.
- When handing out material to parents, it is a good idea to write each family's name on the material you plan to hand out. That way you will know for sure who has received your material and who hasn't.
- Email schedule changes as soon as possible
- Use a phone tree for quick notification of last-minute changes.
- Keep parents informed about scheduling issues, tournaments under consideration, upcoming parties, etc.
- Communicate frequently with your team's Coach. Keep him informed about what is planned and how parents are feeling. Be sure you understand any issues or concerns he may have.
- Run interference for complaints about the coach. Listen sympathetically to

complaining parents, try to weed out the normal parental excesses, and inform the coach if there seems to be widespread concern about some matter. Again, do not hesitate to consult with the Rules & Ethics or the SVH Hockey Director if you are unsure how to handle complaints.

- Communicate with the SV Athletic Director so you will have a sense of what is happening in the school and can convey it to the team.
- Watch the SVH website (www.saintviatorhockey) to keep up with club events.

2. GENERAL INFORMATION

Initial Paperwork:

- All players and parent volunteers should have registered with USA Hockey before trying out for a team. They may not step on the ice without providing proof of this registration. The Registrar should have verified this at the tryouts, but she may contact you if there is a problem.
- Every Manager must register with USA Hockey and give his/her confirmation number to the Registrar in order to receive their team's Official Roster. There is no fee for managers to register with USA Hockey.

Only players listed on your certified roster may play on your team. Violation of this rule may result in forfeiture of the game or disqualification from a tournament or the entire season.

Uniforms & Equipment:

- Keep a list of players and jersey numbers.
- Players are expected to bring both jerseys to every game (occasionally you may encounter a team with only one jersey color!).

3. TEAM ORGANIZATION

Initial Team Meeting:

As rapidly as possible after players are selected for your team, you will be given a list of players, their email & street addresses and phone numbers. Use this information to schedule an initial Parents meeting for your team - during a practice is often a good time. Try to hold this meeting as soon as you can in the rink's party room. Don't try to hold the meeting inside the rink - the acoustics are terrible and

no one can concentrate while their players are on the ice. Encourage the Coach to speak to the parents at this meeting (or schedule another time if this is not possible). Below are some suggestions as to what topics can be covered at the initial team meeting:

- Introduce everyone to each other. Encourage parents to talk about themselves and their players.
- Have the Coach discuss his philosophy, how he intends to approach the season, playing time and any rules he would like to establish for the team. Discuss these with the Coach in advance to avoid confusion and contradiction. Address locker room behavior, tardiness, absences from games and practices, etc.
- Discuss communications between parents and the Coach. Parents must observe the SVH's "24 Hour" rule. This rule states that parents must wait 24 hours after a troubling incident before making any comment or raising any concern. If, after 24 hours to cool off, they still feel the need to raise the issue, they must talk to the Manager - not the Coach. You, the Manager, will raise the issue with the Coach - if you think it is appropriate.
- Discuss the SVH's Code of Conduct Policy. Make sure that parents have read the policy and understand their responsibilities. Make sure that they understand that the referees have the right to eject them from the rink if their behavior is inappropriate and that they can be banned from attending future games. If they violate such suspensions, their player cannot play.
- Distribute a team roster with names, phone numbers and addresses (so parents can call each other to arrange rides, etc.). If you don't have all of this information, you can gather it at the initial team meeting. Discuss with the Coach prior to the meeting whether his phone number should be distributed (his choice). Even if the coach decides not to list his number, he should give his number to you so that you can reach him in the event of a last minute schedule change.
- Distribute a preliminary schedule or tell parents where they can locate it (on the SVH website). Warn parents that you will revise it frequently as the season progresses

End-of-season party:

At the end of the season, SVH will host a hockey banquet. Encourage the coach to say a few words about each player. You should use this as an opportunity to reflect on the good things that were achieved during the season in order to send everyone off with a positive feeling, no matter how difficult the season may have been. Many teams hand out trophies or other mementos of the season to the players.

- DO NOT USE STATISTICS. Remind the coach of this policy before the party.
- Remember to get some kind of award or present for the coach and any assistant coaches to present at this party. It is appropriate also to have a small gift for the team manager and other parents that have played a major role in running the team.

4. SUMMARY

Good luck with the season! Please let the Hockey Director and/or any other Board members know about any questions, suggestions, ideas or problems that you may have. Your assistance and hard work are essential to making the season a success for everyone.

Thank You for taking on such a vital role!