



Manager's Handbook

The Manager's Handbook is intended to serve as a guide for managers, particularly first time managers. Items listed within this handbook are suggestions and not limitations. Each team may be managed differently depending on the coaches, players, parents and your style of management.

Updated November 2016

What is a Team Manager?

A Team Manager is a volunteer parent/guardian that assists the coach/assistant coach of each hockey team. The Team Manager is the liaison between the parents, players, coaches and the SAHA Board. Team Managers do the paperwork, scheduling, telephone calls, team clothing, etc. so the coaches can spend their time coaching. Let the coaches coach, managers manage and refs ref.

- USA Hockey
All managers must register with USA hockey as a manager/volunteer. There is no cost for this, and the link is available on the Manager/Volunteer page of the SAHA website.
- Background Checks
All managers are required to have a background check completed, they are good for 2 years. There is a fee for this, and if you choose, you can be reimbursed through your team funds for this. This link is also available on the Manager/Volunteer page of the SAHA website.
- Safesport
All managers are required to complete the USA Hockey Safesport online course. There is no cost for this. This link is also available on the Manager/Volunteer page.

Team Manager Responsibilities:

- Mandatory Team Manager Meetings
The Team Manager will be responsible for attending all Team Manager Meetings. All mandatory meetings will be posted at SAHA and on the website. Informational documents and forms will be distributed at the first meeting of the season as well as any changes to the rules.
- Team Communicator
Each team has a mailbox in the small office that should be checked frequently. Important information regarding your team will be left for you in this mailbox. Inform parents of upcoming practices, games and any other information regarding your team. Obtain email addresses from each family and using this as your main resource of communication works best. It is also suggested that when communicating by email, that you ask for a return receipt or confirmation that the email has been received. If parents are divorced, contact information should be obtained from both parents. Any family that does not respond should be contacted by phone or printed information handed to the family.
- Team Roster
As you receive your team roster for the season, create and hand out a roster to all parents that should include but is not limited to: Player name, parents name, telephone numbers and email address.
- Team Book
Team Managers should create a team book which contains all information regarding the team and players. This book should include: team roster information, USA roster, game schedules, game labels, waiver forms, copies of coach cards, tournament information, etc. This book should be brought to all practices, scrimmages, games and tournaments.

- Official Team Roster

The SAHA Registration Director prepares the “official” team roster, and you will receive instructions on what to do with it. A copy of the certified roster should be kept in the team book, as it may need to be shown to tournament directors at tournaments you go to.

- Parent Meeting

As you receive the final roster for your team, schedule a parent meeting at the beginning of the season. This meeting should be hosted by the coaches and should cover topics such as:

- Introduction of coaches and manager
- Introduction of parents and players
- Goals for the season
- Expectation of players and parents
- Coaching Philosophy
- Missing practices or games – who to contact
- Identify parent volunteer opportunities and expectations
- Team Budget - assessments
- Tournament Schedule
- Team Communication – website, email, phone calls
- Hand Outs –concussion, consent to treat, waivers, code of conduct and grievance procedures
- In-house Tournament
- Locker room monitor (**mandatory**)
- Out door warming shack monitor (**mandatory**)

- Scheduling Non-League Games and Scrimmages

With the approval of the coaches, schedule games or scrimmages with other teams. You will receive the procedures for scheduling games/scrimmages from the scheduler. Often both teams host each other at their own arenas, gaining each team an additional hour of ice time.

Any pick up games/scrimmages, tournaments and other times your team will be unavailable for ice @ SAHA should be turned into the Scheduler. Your team will not be scheduled for practice on these days.

- League Games – Score sheets

When hosting a ‘home’ game at SAHA, collect from the visiting team, stickers to place on the score sheet. When the game completes, scorekeepers, coaches and refs will sign the score sheet. A copy of the score sheet should be given to the visiting team, a copy should be kept for your team and the white copy should be placed in the office. Remember for any home game, volunteers from your team are needed for running the clock, scorekeeping and the two penalty boxes. Children under 12 should not be used for the penalty box.

- Team Website

SAHA’s website has individual team pages for your team’s announcements and activities. As the Team Manager you will be responsible for updating this website with information such as rosters, games schedules, tournament schedules, announcements etc. Please contact Jamie Crimmins to get access to your team page.

- Team Equipment/Jerseys

SAHA supplies home and away jerseys. One pair of socks is provided for Mite players and up (not mini mites or termites). SAHA teams are required to wear the association jerseys at all league games. The SAHA equipment manager will require that you return a roster of jersey numbers and names. How jerseys are assigned is up to each team. The SAHA equipment manager is listed on the SAHA website, under Board, Committees. Contact this person regarding any jersey questions.

- Team Pictures

Details will be placed in your team mailbox and announced on the website. Please communicate with your team what color jersey/socks will be worn in advance of picture date/time.

- Team Tournaments

Dependant on the current level of your team, each team is allotted a number of games/tournaments they may participate in. Tournaments should be kept within 90 miles – some tournaments may be unlimited miles, and is suggested that you have team agreement. Game/tournament limits for the season are: (Check with level director for variations).

<u>Level</u>	<u>Games</u>	<u>Tournament Limits</u>	
Mites	25	4	3 within 25 miles; 1 within 90 miles
Squirts/10U	35	5	4 within 90 miles; 1 unlimited miles
Pee Wee/12U	40	6	4 within 90 miles; 2 unlimited miles
Bantam/14U	45	7	4 within 90 miles; 3 unlimited miles

Tournaments may be found in current editions of Let’s Play Hockey (available at SAHA), WI Hockey Website (www.waha-hockey.com), or MN Hockey website (www.minnesotahockey.org/directory). Before scheduling tournaments, you should be aware of your currently scheduled league games, scrimmages, practices, in-house tournaments and *Pond Hockey. Once you have determined what dates your team will be available for a tournament, locate tournaments that would fit into your schedule and make contact with the appropriate people listed for more information.

Once you have booked your tournaments, provide a list of tournaments and dates to the Scheduler. Your team will not be scheduled for practices during your tournament weekends.

*Note that all teams are expected to participate during Pond Hockey weekend. There will be no games scheduled at the arena during this weekend, nor should any team participate in any tournament the weekend of Pond Hockey. Exceptions are on board approval only.

- Hotel Arrangements

If your team is traveling out of town for a tournament, locate a hotel in the town you are traveling to and reserve a block of rooms. The block should be a minimum of one room per family. When making the reservation set it up so that all reservations will be made by individual families. Be sure to reserve a room for yourself. Personal credit card information will be needed when reserving individual rooms. The hotel will establish a cut off date where any unreserved rooms will be dropped from the reserved block. Inform parents that rooms must be booked by this date. Call the hotel a few days prior to your drop date to obtain a list of families that have reserved rooms within the block. Contact any family that has not reserved a room and remind them that they have x number of days to reserve their room.

- Team Finances

Once your team expenses have been determined i.e. tournament fees, estimated tournament expenses, second pair of socks, parties, gifts, etc. share this total expense value with your team and let them now how much will be collected per player. It is a good idea to track team expenditures that are available upon request. Some team families are not interested in this breakdown; however, some families will request this information from you, and you must be able to provide them with the information they request.

Non-parent coaches will be reimbursed by SAHA. Reimbursement includes hotel, mileage and a daily per diem. This will no longer be a team responsibility. Coaches will be required to complete an expense reimbursement form that will need to be signed by the Team Manager. A copy of this form has been included.

Some suggestions for team finances:

- Make a copy of checks (payments received) from each family. This is a good way to double check if you are ever questioned.
 - If parents are divorced, find out who is responsible for paying team fees.
 - If parents are unable to make full payment when requested, be sure to discuss this with them and establish a payment schedule if needed.
 - If a parent refuses to pay, request that the coach pull the player from ice time until payment is made. In addition, contact your Volunteer Committee contact for further assistance.
 - Make copies of payments made for tournaments or any expense
- Team Apparel
SAHA has apparel from Screen Graphics available at the rink. If you would like something specific made up for your team to purchase, that will be up to you to contact a vendor.
 - Volunteer Hours
During the registration process, each family will sign an agreement for volunteering 20 hours per player during the season. These volunteer hours are limited to 40 hours, as families may have children on various teams. As the team manager you will be responsible for insuring that all families fulfill this requirement of hours and documenting how the hours are earned. Families will receive credited hours for the following, but are not limited to:
 - Concession Stand – During the team’s assigned week, families may receive double hours for time worked if a second family member (15 years of age or older) is present during hours worked during game times and tournaments. Only one person and credit for one person is given during practice times. **Children under the age of 15 should not be inside of the concession area.**
 - Coaching
 - Managing
 - Penalty Box
 - Scorekeeping
 - Flooding
 - Pond Hockey
 - Tournaments

In cases of double rostering, volunteer hours will be 20 hours for the additional team unless otherwise agreed upon.

Any family that does not volunteer the required amount of hours will be charged \$20 per hour. A bill will be sent to them at the end of the hockey season. If these charges remain unpaid at the beginning of the following season, registration for each player may be delayed.

Please be aware that 20 hours is the minimum required to volunteer. IF anyone reaches that minimum, it does not excuse them from volunteering during assigned concession week, Pond Hockey, or home tournaments.

- Recruit parent/guardian volunteers
With so many tasks assigned to the Team Manager, it is suggested to recruit several parents from the team to assist with various tasks. Areas suggested for assistance are:
 - Scheduling volunteer hours – i.e. concession stand, home games, pond hockey, flooding
 - Tournament Committees – ask for volunteers to assist with event planning for your in-house tournament – i.e. decorations, raffles, etc.
 - Email/text master list – for last minute changes and team updates have someone in charge for team communication.

- Volunteer to assist with website – a volunteer may be requested to assist you with update the team website. Access to updating the website should be limited to one individual beside you.
- **In house tournaments**
If your team will be hosting an in-house tournament this season, you as the Team Manager will have several items to complete in order to make the tournament a success.
 - Schedule meeting with team parents to discuss tournament and expectations
 - Assign parent volunteers to organize decorations, hospitality and tournament volunteer hours
 - Set up of lobby for apparel sales, photographer and raffle items if needed.
 - Tournament apparel will be sold during some tournaments.
- **Zero/Hat Trick/Playmaker Awards**
USA Hockey/WI Hockey recognizes individual achievement with a patch for the following:
 - Zero Award: For goalkeeper playing a complete game without allowing a goal.
 - Hat Trick Award: For player scoring three goals in a game.
 - Playmaker Award: For a player registering three assists in a game.

Please take the time to order these items for your team players. There is no charge. Please keep a copy of the score sheet showing any of these accomplishments, as it will need to be turned in to order the award at the end of the season.
- **Issues**
Unfortunately some teams will have problems that arise from parents, kids, coaches or various outside issues. Below are the proper steps to help resolve.
 - Handle at the team level. Following the 24 hour rule parties meet and try and resolve.
 - If above is not an option contact the level director. He/she will work with all parties to resolve. Level directors are listed on the SAHA website, under board, and committees.
 - If level director is not available or unable to resolve please contact any other board member to express your concern. You will be contacted with a resolution.
- **Thanks**
 - You will not here this enough this year so I wanted to be the first to say this. This entire association is ran and organized by volunteers like you. To often all any one hears are the problems and complaints. Enjoy your season and good luck.

*The Manager/Volunteer page on the SAHA website contains many important documents (like this handbook), and other information useful to you, please check it periodically!

SAHA Non-Parent Coach Travel Reimbursement Form

* SAHA understands that your travel necessary to coach the youth of our program is essential to the development of our children. This reimbursement may not cover all of your expenses but we hope it will offset the majority of them. Thank you for coaching at SAHA!

SAHA Board of Directors

COACH/PAYEE NAME: _____ TEAM: _____

TOURNAMENT LOCATION AND DATES: _____

1). MILEAGE: To be reimbursed based on IRS Charitable Rate of .14 per mile
Please fill in the following: _____ miles x .14 per mile \$_____

2). LODGING: Reimbursement of up to \$119 per night with receipt, up to \$89/night without receipt (2 night maximum)
Please fill in the following: \$_____ per night x _____ night(s) \$_____

Hotel receipt enclosed: (Circle One) YES NO

3). FOOD: Reimbursement of up to \$40 per day with receipts; Flat Per Diem of \$25 per day without receipts (3 day maximum) – Alcohol not reimbursed

	Friday	Sat.	Sunday	

BREAKFAST	_____	_____	_____	
LUNCH	_____	_____	_____	
DINNER	_____	_____	_____	
	_____	_____	_____	
TOTAL	_____	_____	_____	\$_____

TOTAL REIMBURSEMENT \$_____

- Reimbursement for tournament travel only (no single or scrimmage games)
- Maximum of 3 tournaments per year per coach
- Your team manager **MUST** sign on the line below to verify the above information.

Mgr. Name (Print) _____ Mgr. Name (Sign) _____

PLEASE PUT IN SAHA TREASURER'S MAIL SLOT. REIMBURSEMENT WILL BE MADE ASAP AND PUT IN AN ENVELOPE WITH YOUR NAME ON IT IN YOUR TEAM'S MAIL SLOT.