



Bud Bakewell IceHawks  
Managers Operations  
Guide  
2017-2018 Season

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## Team Manager General Duties

The **Bud Bakewell Ice Hawks** would like to thank you for volunteering your time as a **Team Manager**. Although somewhat stressful at times, the Team Manager duties are mostly rewarding with the satisfaction that you are doing a great service for the boys and girls of your team.

As a **Team Manager**, you will report directly to the **Team Head Coach** and the **Bud Bakewell Ice Hawks Director of Managers**. Upon nomination by the Head Coach to be a Manager, you will need to submit to a vetting process conducted by the Director of Managers and the Executive VP for final confirmation.

As a Team Manager, you will be mainly responsible for many or all of the non-hockey activities of the team. You will work directly with the Head Coach to bring your team together and help keep open lines of communication between the coaches, parents, players and the organization.

The following pages provide an overview of the duties you will be responsible for as well as other important information you will need throughout the season. As a Team Manager, you should not try to handle all of these duties on your own. You can, and should enlist other parents and volunteers to assist you with some of these duties. Anyone you select to assist you with various functions must **meet with approval** of both the Head Coach and the Director of Managers. You will be ultimately responsible for any duties that you delegate.

**As a Team Manager you will also need to register with USA Hockey as well as undergo the USA Hockey Screening Process.**

# Team Manager Youth

The successful candidate will have an ability to work with youth hockey players and their parents or guardians. The Candidate must have excellent verbal and communication skills necessary when dealing with parents, coaches, board members and the community in general.

## Responsibilities include:

- \* Serve as a liaison between the team and the organization.
- \* Serve as a liaison between the team and the league.
- \* Select assistants (with approval) to assist you with various administrative duties.
- \* Assist in enforcing team rules and policies as put forth by the coach and the organization.
- \* Assist with tryouts in an administrative capacity.
- \* Ensure for the safety of all players and staff at all times (in conjunction with coach) \*Ensure that the locker room is properly managed at all times (in conjunction with coach) \*Ensure that all players and staff are wearing proper equipment at all times.
- \* Be aware of all hockey and non-hockey activities of the team.
- \* Submit reports as required by the Organization.
- \* Perform all team and league duties as assigned by the coach and the organization.
- \* Attend Managers meetings as required by the Organization.
- \* Keep an accurate team budget and provide reports to parents and board.
- \* Ensure for the proper staffing and follow up reporting for all home games.
- \* Serve as the main administrative officer for the team.
- \* Ensure that you and your entire staff meet all screening and coaching requirements.
- \* Avoid any verbal or physical confrontation with anyone at all costs.
- \* Ensure participation in all Organizational activities.
- \* Help to enforce the 24 hour rule.

## Reports to:

The **Bud Bakewell Ice Hawks Team Manager** will report to the **Bud Bakewell Ice Hawks Director of Managers** and the **Team Head Coach**.

## Compensation:

This is a voluntary position although the team may authorize reimbursement for reasonable expenses subject to approval of the coach and the organization.

**Application:** Letters of interest and/or resume may be submitted to the Bud Bakewell Ice Hawks at: [mckinleyhockey@aol.com](mailto:mckinleyhockey@aol.com)

# Team Book

Managers should keep a Team Book. This Book shall contain the following information. All of these forms should be kept in a manual and in your possession at all times whether at home or on the road.

**Team Roster** - Keep a team roster including names, addresses, phone numbers, email addresses and parents' names. This roster should be available to any team member who wants one. Make sure you first get their permission to publish phone or email information.

**Official Roster** - You will need to maintain a stamped copy of the official USA Hockey Roster. This roster will be presented to you by the Bud Bakewell Ice Hawks Registrar. You will first need to submit copies of the USA Hockey Registration Confirmation for all of your players and staff members to the Registrar. The Registrar will then prepare your roster and submit it to the USA District Registrar for stamped approval.

**Medical Release** - You must have a completed Medical Release form for each player before that player participates in ANY organization function on or off the ice.

**Code of Conduct & Hazing** - All players, coaches and managers need to complete and sign the **USA Hockey Code of Conduct form**.

**Media Release** - All parents of minors and all players not having reached the majority age of 18 must sign the **Bud Bakewell Ice Hawks Media Release**. Without this release the player may not be mentioned in any way in press releases, news articles or website lists. The player's picture must never be used unless the form is in our hands.

**Other Forms** - It is a good idea to have parents provide you with a copy of the players Birth Certificate; USA Hockey Confirmation/Card; and a recent photo. You should also remind parents that they need to have an enhanced ID in order to cross the Canadian Border.

# USA Hockey Requirements

USA Hockey requires that each player, coach, manager and team volunteer be registered on line at USA Hockey prior to participating in any team function, on or off ice. Players can register on line at:  
[https://www.usahockeyregistration.com/login\\_input.action](https://www.usahockeyregistration.com/login_input.action)

Once the participant has registered he/she can download a confirmation form that contains a bar code. As Manager, you are to collect these forms and submit them all at once to the Bud Bakewell Ice Hawks Registrar. The Ice Hawks Registrar must then electronically submit the codes back to USA Hockey in order for the participant to be "officially" registered with us.

USA Hockey also requires the completion of the USA Hockey Medical Release Form and the USA Hockey Code of Conduct Form.

**For on line users, here is a quick link to the forms (ALSO ATTACHED)**

USA Hockey Medical Release

USA Hockey Code of Conduct

USA Hockey Members are limited to playing teams that are properly certified and registered by USA Hockey or Hockey Canada. You may also only participate in Tournaments that are properly sanctioned by the same governing bodies. If there is every any doubt, make sure you err on the side of caution and ask the Bud Bakewell Ice Hawks VP Hockey Operations to verify proper sanctioning for you. Playing in a non-sanctioned event or against a non-sanctioned team may result in suspension from USA Hockey and a voiding of insurance. A Travel Permit is also required while playing in Canada. That form is available from the Bud Bakewell Ice Hawks Registrar.

## **Scheduling & Reporting**

The Team Manager will assist the Head Coach with scheduling as requested. The Team Manager will communicate with the Bud Bakewell Ice Hawks their full schedule of home and away games as well as any practice add on or changes. In addition, any Team non ice function must also be reported to the Organization. Once a team has received their ice, it is their responsibility to either use it or try and sell or trade it. The Bud Bakewell Ice Hawks Ice Scheduler will assist where necessary but the ultimate responsibility rests with you. All changes to your schedule **MUST** be reported to the organization immediately.

The Manager, as directed by the Head Coach will communicate your home schedule to the Referee in Chief. The Referee in Chief requires a minimum of 48 hours to add a game. Last minute cancellations should be reported as soon as possible. If the cancellation is too late, the team will be charged if the refs show up.

The Team Manager will be responsible to be aware of all Policies and Reporting Requirements of the various leagues that the Bud Bakewell Ice Hawks participate in.

You should make sure that you keep your parents properly informed as to any schedule additions, deletions and changes. Proper communication is critical. You should check your team schedule against the rink ice sheets on a weekly basis to make sure that your schedule is in sync with the rink. You should also check your schedule against the Ice Hawks Master on the website often. Changes happen and sometimes mistakes are made. It is better to double and triple check often.

Teams may purchase ice independently of our contracted rink but you are totally responsible for the payment of that rental. The Bud Bakewell Ice Hawks will not pay for those type of rentals out of your budget. We will

need to know these rinks in advance so we can add them to our Certificate of Insurance. You must notify our Registrar when doing this.

## **Finances & Sponsorship**

**Team Bank Accounts** - At the first team meeting of the season you or the Team Treasurer should make it clear to all parents how your team budget will work. You will need to decide how fund raising money will be split as well as what fees will be collected over and above the regular Bud Bakewell Ice Hawks Organization season fees. You should also have them sign a form that outlines the budget so there is no confusion or grey area in the future.

You are also responsible to provide each parent with a written financial report of your team finances. A copy of this report must also be given to the Executive VP for purposes of audit. Receipts must accompany any check paid out. Payments to referees must be paid by check, payable to cash with the vs. team and game date listed in the memo section. You are not allowed to have a debit card under the team name.

You will open your bank account at the Bank that is determined by the Executive VP. This account will be closed out at the end of each season. There should be a second signature on this account. All accounts will also have the Executive VP as a co-signor.

It is also the responsibility of the Team Manager to keep track of the monthly ice usage and other reports that are issued by the Organization. You will verify entries and make sure that you are on target to keep within your budget.

Sponsorships can be obtained by the team. The team can keep 100% of any sponsorship money they received. However, it will be up to the team to pay for the cost of servicing that sponsorship: Ex: banquet tickets, program ad, banner, etc... Sponsors should be in good taste and they should not be from companies that promote alcohol or tobacco. All Sponsorship plans that the team sends out should first be approved by the Bud Bakewell Ice Hawks Organization.

**IMPORTANT:** Any dollars earned through fundraising or sponsorship must be earmarked for a specific item or function. Money earned from fundraising or sponsorship CANNOT be used to give parents a REFUND at the end of the



season. Ex: Team warm up suits, Hotel group functions, etc. Failure to follow this rule can lead to IRS issues.

## **Game Day Responsibilities & Meetings**

It is the home team responsibility to provide a scorekeeper and timekeeper for all home games. You can have parents rotate through the positions or hire someone so you get a consistent worker from game to game. Parents who take on this task should practice using the clock and filling out a sample score sheet.

The Home Team has responsibilities that are mandated by the various leagues we participate in. It is the duty of the Team Manager to make sure that all of these responsibilities are carried out.

The Home Team is also responsible to take care of the score sheet. You should first complete our side of the sheet then seek out your opponent and have them do their side.

The Team Manager should verify with the Referees Organization that Referees have been assigned. You should do this a few days in advance. You can check out who is assigned to your games by going to the referee scheduling site at: [www.arbitersports.com](http://www.arbitersports.com), you will be issued a password at the first Managers Meeting of the season.

## **Managers Meetings for 2017-2018**

**Managers Meeting will be posted on the general calendar and are Mandatory. (Others added as necessary)**

## **Safety**

**Injuries** - A Player Injury Report is the responsibility of the team head coach. If a parent chooses to file a claim with USA hockey the proper forms must be submitted along with medical reports. This is at the discretion of the parent.

**Locker Room** - The Team Manager should make sure that someone is always assigned to obtain the locker room key for the team. This person should be someone who is willing to be the first to arrive at the rink and the last to depart. This person should make sure that the room is clean upon entering the room. If it is not then he or she should immediately report the situation to the rink and ask them to resolve it. This person will also make sure that the room is left in very clean condition when we depart and that no damage has taken place. This person will need to be screened by the USA Hockey Screening process. Players should also be supervised while in the locker room. While not physically in the room, there should always be a screened adult within earshot of the locker room.

**Alone with a Player** - In a situation where a Coach needs to address a player, the Team Manager or another screened Adult should be present. No Adult should ever be in a position to be alone one on one with a Minor Child in an area that is not open to the public.

**USA Hockey Safe Sport** - The Team Manager should make themselves aware of the USA Hockey Safe Sport Program. Each Manager will also need to attend a Safe Sport Training Meeting prior to the season. This meeting will be conducted by our Safe Sport Director.

**Team Safety Rules** - Team Rules in regards to safety and behavior should be developed by the Coaching Staff and the Manager. These rules should then be put in writing and distributed to all Team Members to be signed by both the Player and the Parent. These rules are to be vetted and approved by our Safe Sport Director prior to issuing.

## **Bud Bakewell Ice Hawks Issues Chain of Command**

<b>Issue</b>	<b>First Resolution</b>	<b>Second Resolution</b>	<b>Final Resolution</b>	
Player or Parent Problem	Head Coach/Manager	Submission to the board	West Section NYSAHL	
Coaching Issue	Coaching Director	Submission to the board	Executive VP & President	
Financial Issue	Team Manager	Submission to the board	Executive VP & President	

Safety & Abuse or Safe Sport Issues	Coaching Staff	Board of Directors	West Section NYSAHL	
Player Discipline	Coaches & Manager	Coaching Director	Board of Directors	
Parent Discipline	Coach & Manager	Board of Directors	Executive VP & President	
Ice Time Issue	Coach & Manager	Board of Directors	Executive VP & President	
Stealing, Drugs, Alcohol Issues	Board of Directors	***Grounds for immediate dismissal***		
Rink Issues	Maintenance Staff		Facilities VP & Rink Manager	
Medical Clearance	Player cleared to play by Doctor			
Legal Issues			Board of Directors	
Coaching Suspension	Coaching Director	Board of Directors	Executive VP & President	
Manager Questions	Director of Managers	Board of Directors	Executive VP & President	
Policy & Suggestions	Coaching Director	Board of Directors	Executive VP & President	

**\*Hearing Committees will be made up of 3 members appointed by President. It will usually be the Division Director, a Senior Director and one other person who is deemed appropriate to the situation.**

**\*Keep in mind that in order to issue discipline that involves an in house suspension of more than one game, you need to have your rules published in advance and signed by the parents. Players do have a right to due process and suspensions cannot be issued summarily. If you have specific rules in place for discipline make sure to publish them prior to beginning your season (August 1st) and make sure that every parent signs off on them.**

**\*Note that Coaches and Managers serve at the pleasure of the President and can be removed without cause at any time for any reason.**

## Other Duties

**Collect Payments** - Other than the initial deposit paid to the Organization at Registration, the Managers will collect ice payment checks from their parents and place them into their team account. They will then write one

check to the Organization on the 15th and 30th of each month until all payments are received. They will keep a log of who has paid.

**Website Update** - Team Managers will be asked to help maintain the website for areas that specifically involve their team. They will be issued a password for access to their "team page". This access will be issued on a limited basis by the Webmaster.

**Keeping of attendance:** Team Managers will keep a player attendance for all team games, practices, functions and events.

## **Team Meetings**

Team meetings are essential in the development of formal communication amongst a team and they encourage participation from all members. An initial meeting should be set up shortly following the formation of the team – for many this will be the first time they meet other players, parents and coaching staff. Initial meetings of the Bud Bakewell Ice Hawks will take place in Early April, following tryouts and determination of roster.

Also, the importance of a qualified Treasurer should be noted and team rules and safety should be introduced for discussion. There is much information to discuss at the beginning of the season, so it is up to the Team Manager/Head Coach to lead this meeting ensuring that the group stays on topic and does not exceed any time restrictions.

Be sure that minutes from the initial meeting are taken and distributed to parents. These minutes may be useful when dealing with disputes or concerns later in the season. As well, have extra copies of any handouts or forms that need to be circulated to parents and players. Having information in handout form for parents to take away will assist with the retaining of dates and details.

Once the First Parent Meeting has taken place, team meetings can be set based on the team's need and desire for more meetings. Many subcommittees will form following the first meeting as well.

***Every Team Manager should delegate as it would be virtually impossible to perform all tasks alone.*** However, the Team Manager should be aware of or involved in the operations of these sub-committees and should pass along updates to the rest of the team. Should a volunteer not carry through with their tasks, this supervision and monitoring will ensure the problem is caught early on and dealt with based on team policy. ***Many of the duties covered in this manual will actually be carried out by the parent volunteers and not directly by the Team Manager.***

## **Summary & Misc.**

1. All social media must be approved by the organization, teams cannot host their own web sites outside of the organization.
2. Managers are responsible for their teams section of web site.
3. Team budgets must be in organizations format, and due by April 13<sup>th</sup>
4. A receipt must accompany all team expenses.
5. Referees are to be paid by check, payable to cash with vs. team and game date in memo area on check.

6. Checking account to be established at organization approved bank only, with a minimum of 2 signers, organization President and accountant will have access to reporting on accounts.
7. Payment deadlines must be adhered to.