



KYHA MANAGER'S MANUAL

(Updated 9/3/2025)

Getting Started Checklist

Congratulations! You are now the manager of a KYHA team. Here is a quick guide to getting started. We will go into each item in more detail in this manual.

- Send an introduction email to the team
- Complete USA Hockey annual requirements
 - Submit Background Check <https://www.usahockey.com/backgroundscreen>
 - Submit for Reimbursement when completed
 - Register with USA Hockey <https://membership.usahockey.com/>
 - Select Volunteer which is free
 - Take Safe Sport Training (refresher after the first year)
<https://www.usahockey.com/safesporttraining>
- Research tournaments options
- Meet with Coach
 - Set up team budget
 - Determine tournament dates and locations
 - Determine the need for practice jersey names/numbers
 - Determine any coach conflict dates
 - Set up a Team Meeting date
- Set up a team bank account
- Set up a group message (What's App, Group Me, etc)
- Decide what (if any) additional roles you want to help manage the team (IE treasurer, team coordinator)
- Set up a team meeting
- Start a team binder
- Ensure availability for Mo Hockey Scheduling Meetings and Key Scheduling Dates
- Create parent/player 'cheat sheet' to help facilitate everyone learning names

Sample Manager/Coach Meeting Agenda

The coaches and manager need to meet ASAP to start finalizing team details.

- Start a Manager/Coach/Assistant Coaches-only text or Group Me as there will be important information that you will need to work through during the season.
 - Determine best ways of working – texts vs phone calls vs emails, etc.
- Decide roles and responsibilities, especially when it comes to ice and scheduling
- Determine tournament dates and locations
 - It is best if the manager comes prepared with available options
 - Teams are allowed to do a maximum of 4 tournaments per season and maximum of 2 out of town
- Review Team Budget. This won't be finalized until tournaments are determined. Some optional things that could be discussed are:
 - Do you need to get Names and Numbers on Practice Jerseys?
 - Do you want to have any team get together before the season begins?
- Plan Mo Hockey Scheduling/informational meeting attendance
 - Dates/information can be found on their website <https://www.mohockeyyd.org/>

Sample Team Meeting Agenda

Note: It is important to get a Team Meeting done quickly after the start of the season so the team and parents can start getting familiar with each other. Some items are noted here that can be followed up with emails that contain more exact information.

- Coach Introduction:
 - Introduce Assistant Coaches and Manager
 - Coaching Philosophy
 - Expectations
 - Attendance Policy, how to notify if a player will be absent, etc.
- Tournaments
 - Note* If you haven't had your manager/coach meeting yet to decide on tournaments, simply let the group know how many out-of-town and how many in-town tournaments you are thinking.
 - Once you decide, this can be followed up in an email or a GroupMe chat
- Team Budget
 - Notify the amount and deadline to collect fees (consider allowing a couple of installments)
 - If you haven't finalized a budget yet, let the group know they will expect to see this in an email from you.
- Volunteers
 - Check for opt-outs
 - Home game volunteers – Clock, Scoresheet, Penalty Box and Locker Room Monitors
 - Away game and tournament game volunteers – Penalty Box and Locker Room Monitors
 - How will you request game day volunteers?
 - What's app the day before?
 - Assigning these out?
 - Any other opportunities you have determined
 - How will you request
- Important Dates (Declaration Season, Regular Season, Tourneys, Team Events, Blue Note Cup)
 - If you don't know these yet, let the group know you will follow it up in emails
- Collect information
 - Jersey Numbers
 - Parent names/numbers/email addresses if you don't already have them
- Misc/Other
- Questions

Finances

- The Team Account MUST be separate from your personal bank account.
 - Do not use Kirkwood, KYHA, or any similar name in your account. Often managers will title it in their own name then “Hockey” or something to denote it separate from their normal accounts.
- All managers need to provide a balance statement or record of expenses to both the parents of the players on their team and the director of division reps at season end.
- Non-Parent Staff:
 - KYHA will reimburse non-parent coaching staff (must be preapproved by the Director of Hockey Operations) for one hotel room per night (\$150 max) on the road plus gasoline expenses for any preapproved non-parent staff member. The maximum amount per team for the year is \$900 total. If the tournament provides “comps” for coaches, the team must use that comp for the coach and will not be reimbursed by KYHA. Plane tickets, meals, and other expenses are not provided.
 - All requests for reimbursement shall be made through the team manager via email to treasurer@kyha.org; cc: admin@kyha.org and hockeyops@kyha.org
- Once you have completed your background check, you will also submit your receipt to treasurer@kyha.org for reimbursement.
- The Team Budget should be for necessities *only* and should include the following:
 - Tournaments
 - Travel Permits
 - Misc supplies/equipment – (printing roster stickers, game rescheduling fee, etc)
 - Refs for practice games (optional)
 - Practice jersey name and number (optional)
- Note – Be sure that you look at tournament company websites. Many times there are discounts for multiple events or early payment. Taking advantage of these discounts can help add money back into your budget.

Volunteer Hours

During registration, each family agreed to provide 6 volunteer hours for your team and 4 hours for the club per player. Many families will likely need to do more than 6 team hours given the short rosters and numerous games. *Note* Most families are more than willing to help in any way possible. If you run into issues with families agreeing not to volunteer, please escalate to the Director of Admin to handle.

- Some families have chosen to 'opt-out' so they are not required to do the combined 10 hours.
 - o Ask your parents if anyone has done this. The KYHA registrar can verify the list of parents who have said that they 'opt-out' at the beginning of the season.
 - o If one of your families opts out, your team will be given \$120 to be used toward team fees (could be used to "hire" volunteers).
 - Email treasurer@kyha.org with the name of the family and instructions on how to pay the \$120 (Venmo, Paypal, or check – if check, include address)
- Some families volunteered during evaluations and icebreaker.
 - o Please ask your families in advance and contact secretary@kyha.org to confirm if there are any questions.
- Game Day Volunteers– Each of these count as 1/2 volunteer credit per game
 - o Home Game Timekeeper – Runs the clock.
 - o Home Game Scorekeeper – Completes the scoresheet
 - o Home/Away/Tournament Game Penalty Box – Opens the penalty box doors
 - o Locker Room Monitor - Stand outside locker room to monitor player behavior
- Additional roles that are available to be assigned out (Note: this is at the discretion of the manager. Some managers take on some of these roles, but it depends on the time willing to dedicate and the manager's interests)
 - o Treasurer – Creates team budget and ensures families contribute their portion.
 - o Out of Town Trip Coordinator - Researches hotel rooms for out-of-town trips, plans any team dinners makes reservations and coordinates any team goodie bags and door hangers.
 - o Game Day Coordinator - Creates scoresheet stickers for all games, arrives early on game day to handle score sheet information, assigns game day volunteers as needed, provides score sheet for all home games, collects score sheets and turns them over to manager or coach for game reporting –
 - o Party Planner – Coordinates details for the end-of-the-year party, including any coach and player gifts.

Scheduling

Scheduling is a very important part of the manager's job. There will be 2 key dates provided by Mo Hockey that will dictate the workload for declaration and regular season scheduling.

- Ensure that your team will have a coach or manager representative on the Mo Hockey Scheduling and Information call.
 - o Date varies each year, but info can be found on their website
[-https://www.mohockeyyd.org/](https://www.mohockeyyd.org/)
 - Ensure that you understand the key dates for declaration season and regular season
<https://www.mohockeyyd.org/team-manager-resources/yd-league-information-dates/1976>
 - o Note* you will want to inform your families of the dates for each of the declaration phases. It will be key that each team member can make all declaration games.
 - o Note* you will want to inform your families of the Blue Note Cup weekends. Even though this is at the end of the season, you will want to ensure that each family saves the dates so the entire team can be represented.
 - Ensure that you understand when and how to schedule the required declaration and regular season games
 - Be sure to save the KYHA Notification Form as a favorite
 - Review and save Mo Hockey's Crossbar instructions
<https://www.mohockeyyd.org/team-manager-resources/website-instructions/2520>
- **Declaration Season:** Mo Hockey controls the number of required games. This is when Mo Hockey looks to ensure that the teams are in the accurate division. Movement could happen at the end of Phase 3.
 - Phase 1:** MO Hockey mandates a particular number of games that could differ between Squirt, Peewee, and Bantam age divisions.
 - KYHA Responsibilities
 - Provide each team solo sheets of home ice for Phase 1 use. Note*These are loaded into Sports Engine with the tag 'Game Alternate'
 - Note: Managers do NOT need to turn in unused ice this year.
 - Use Crossbar to better define Sports Engine game details
 - Manager Scheduling Responsibilities
 - Coordinate with managers of other organizations at your level to schedule the required games based on availability
 - Ensure scheduled games are in crossbar (per Mo Hockey's guidance)
 - Note: Managers are NOT responsible for scheduling refs for these games.
 - Phase 2:** Typically, occurs in a weekend's timeframe
 - o Mo Hockey does all the scheduling (refs, opponents, ice)
 - o Manager Responsibilities
 - Ensure that game-day coordination happens
 - Ensure that festival dates are communicated ASAP so families block off this time and the entire team is represented.
 - Phase 3:** It is not common to have a game during this phase, but Mo Hockey will notify the team manager and coach if they do and take care of all the scheduling.
 - **Regular Season:** This will be similar to Declaration Season Phase 1 scheduling. Mo Hockey will provide information in their annual meeting. You will be given extra sheets

of home ice for flexibility in scheduling, but you must turn in everything you don't use for regular season games. Each division will be told the number of games needed – NO MORE than half of these games should be home games. NO EXCEPTIONS!

- KYHA Responsibilities
 - Provide each team solo sheets of home ice for Regular Game Use. Note* These will be distributed via Google Sheets
 - Use Google Sheets to populate regular game details into Sports Engine
- Manager Scheduling Responsibilities
 - Coordinate with managers of other organizations at your level to schedule the required games based on availability
 - Ensure scheduled games are entered in crossbar (per Mo Hockey's guidance)
 - Ensure that extra ice times are returned via the KYHA Notification Form
 - Note: Managers are NOT responsible for scheduling refs for these games.

- **Practice Games: KYHA is not providing refs or ice** for these since there is a Declaration Season. It is up to the coach and manager's discretion on how to use solo ice provided or if they want to accept an invitation for a practice game from another organization. It is possible to schedule practice games with teams at your level or other levels within your division. **Note: Practice games should not be regular/numerous – we will provide that message to the coaches as well. The teams will have plenty of games between dec season, regular season, and tournaments.**

- Manager Responsibilities
 - Coordinate with other team's manager
 - Schedule ref. Note* the team that accepts the invitation will typically pay for and schedule the refs. (more detailed instructions are outlined on pg 14).
 - Decide if the official Scoresheet should be completed
 - Practice games typically do NOT need to be entered in Crossbar, but Mo Hockey will provide additional details.
 - Complete the KYHA Notification Form so details can be added to Sports Engine
- If you are responsible for providing a ref for your practice game, you will need to be sure to give yourself several weeks before the game.
 - Instructions on how to request a ref are here - <https://www.mohockeyyd.org/team-manager-resources/missouri-ice-hockey-officials-referees/2144>
 - You will need to provide a copy of your approved roster which takes time at the beginning of the season.

- **Practices and Ice Trades:** Ice time in St. Louis is a hot commodity. It is very important that you follow the rules below closely to help KYHA maximize the entire amount of on-ice time that is available to us.
 - Ice-time trades can be made among managers for regular season game scheduling only. There is a process for how to do this in the Google sheet (once that ice is provided).
 - Practices, including solo sheets, should not be traded.**
 - If your team is unable to make a practice or elects not to attend a practice, please fill out the KYHA Notification form ASAP.

- If it is less than 7 days before the date, you will also email scheduling@kyha.org and cc president@kyha.org and secretary@kyha.org.
 - Any open practice ice that is not used counts “against” your team’s total number of touches.
 - If your team consistently makes changes/gives back ice less than 7 days in advance, you may be “docked” additional ice times. Please let us know if you think your Coach is doing this consistently and we can address it at the coaching level.
- **Tournaments:** When you know your team’s confirmed tournaments (including in-town tournaments), the manager should fill out the KYHA notification form ASAP.
 - The scheduler will place a block on that weekend in Sports Engine. If you do not fill this form out and are assigned ice time, it will still count against your team’s allocation.
 - Note: Once you get to tournament time and have an actual schedule, the individual games will not be added to Sports Engine. You (or your tournament coordinator) will need to notify parents of these via email or Group Me.
 - Deadlines to add or remove a tournament on your schedule. Remember, if a tournament is removed after ice is scheduled, it will be hard to find make-up ice time for that period.
 - October Tournaments: Must be submitted no later than September 20th
 - Nov/Dec Tournaments: Must be submitted no later than October 1st
 - Jan/Feb Tournaments: must be submitted no later than November 5^h
- **Block Dates:** If you know that the head coach or the goalie has conflict dates and is unavailable to play games or have a practice, you can submit the KYHA notification form so the scheduler can consider this when divvying out ice time.
 - NOTE: Use this with caution as overuse could impact your team’s ice allocation.**

Game Day Coordination

To make this job easier, we recommend that you have a team binder that includes the following items.

- Official Roster
- Contact info for opposing team coaches and managers (available to be printed from on Mo Hockey's crossbar site)
- Scoresheets
- Roster Stickers
- Scorekeeping Instructions
(<https://www.mohockeyyd.org/team-manager-resources/links-forms-documents/2155>)
- Pens

The responsibilities outlined below are for declaration and regular season games. It is up to manager and coach's discretion if practice games should have a scoresheet or not.

Home Game Responsibilities

Pre-game

- Schedule a scorekeeper (all home rinks) and a clock manager (all home rinks except Queeny)
 - It is best to make a schedule and have every family take turns
- Schedule penalty box volunteer
- Schedule locker room monitors
- Create scoresheet
 - Apply your team's roster stickers to the white and pink copies
 - Find the opposing team manager and apply their roster stickers
 - Ensure both teams' head coach signs

Post-game

- Ensure refs sign the scoresheet (the scorekeeper should do this immediately after the game)
- Give the pink copy to the opposing manager
- Keep the white and yellow copy
- Enter the score on crossbar (Mo Hockey's site) asap
- Ensure that the scoresheet gets uploaded onto crossbar

Away Game Responsibilities

- Schedule penalty box and locker room monitor volunteers
- Find the opposing manager to apply team roster stickers to the white and pink copies of the scoresheet
- Retrieve the pink copy of the scoresheet post-game
 - Ensure that this is legible, if not, take a pic of the white copy for your records

- Verify that the score was input by the home manager correctly and within 48 hours. If the other manager did not input, you will want to reach out to them.

Pro-tip: Mo Hockey provides award patches for several achievements (Hat Trick Award, Playmaker Award, and Zero Club Award). Be sure to visit their [website](#) to look up the qualifications, how to apply, and keep track of copies of all applicable scoresheets throughout the season. It is good to have these patches on hand to award out at the end-of-season party.

Additional Game Day Coordination Resources

- Create Roster Stickers –
 - Much easier than writing out your roster and coach information on every scoresheet
 - The best size stickers to use are address labels using Avery Template 5162.
 - Pro-tip: only create enough to start to get through declaration season. There could be movement of your team's level and you won't want to have to correct this

Tournaments

Research the most popular tournament company websites to determine locations and dates that your team will want to participate in as soon as possible. Most teams will do 1-2 out-of-town tournaments and 1-2 in-town tournaments. Note* Be sure to pay attention to multiple event and early payment discounts that tournaments offer. This can help add money back into your budget.

- Big Bear Tournaments - <https://www.bigbeartournaments.com/>
- Hockey Time Productions - <https://www.itshockeytime.com/>
- Ultimate Tournaments - <https://ultimatetournaments.com/>

Tournament Checklist:

- Complete the Tournament Application on the tournament company website– **You should submit your tournament application ASAP so spots don't fill up.** Note: Never assume that you are in the tournament just because you sent in the application. Always verify with a contact from the tournament that your team's spot in the tournament is secured. Tournament companies want your team to have a good experience and as such they do their due diligence to ensure teams are competitive. At times if they cannot field enough competitive teams, they will move you to a different city/tournament/date or have to cancel all together.
- Submit Your Down Payment
- Obtain a Travel Permit from MO Hockey if traveling out of town:
<https://www.mohockeyyd.org/team-manager-resources/links-forms-documents/2155>
 - Note: Be sure to do this at least 2 weeks ahead of time. Additional fees apply if this is done last minute
- Submit Hotel Preferences - Most tournaments require you to stay at a tournament-approved hotel, "Stay to Play." You should send those to the tournament director ASAP. All players must stay at the required hotel. Families cannot use hotel points, book through a discount site, etc.
- Collect Hotel Reservation Information - Some tournaments handle this differently, but some require the team manager to collect credit card information and reservation dates from each family.

Additional Considerations Checklist (Any of these tasks can be delegated to a volunteer):

- Communicate tournament schedule - You should expect to learn of your game days/times 7-10 days before your tournament. Some tournaments can start early as early as 7:00 am on the first day and go as late as 6:00 pm on the final day. These times will not be added to Sports Engine so you will want to communicate via email or Group Me.
- Understand and communicate tournament policies - Many hotels/tournament companies will publish guidelines for behavior and policies to be followed by players and parents during the tournament and at the hotel. Policies could include: quiet hours, no shiny (knee hockey), arrival time to the rink, etc.
- Plan Team Outings – Often teams will plan dinners or activities to do when out of town.
 - Consideration: Does your hotel have a banquet room for the kids to play/eat in? Sometimes, the hotel will give you one at little to no cost.

- Consideration: Does your team have some budget to order pizza or in at the hotel one of the nights?
- Coordinate Door Posters - Most teams prepare door signs/door hangers for each player. The best practice is to only use first name or jersey number on these signs. This helps the kids and parents know where everyone's rooms are. If you're doing multiple out-of-town tournaments, you can collect them before everyone goes home so you can reuse them or have players bring them each time you travel. Be mindful of what you use to hang them so as to not damage hotel room doors.
- Coordinate Goody bags - Teams can choose to create goodies bags full of snacks, drinks, etc to enjoy during their time out of town. Usually, each family will contribute something to the goody bag.
- Coordinate Game Day Volunteer for the penalty box
- Ensure the team binder is ready
 - Extra copies of the official roster
 - Travel permit
 - Ensure that you have 3 roster stickers per tournament game. You will need to stop by before each game to ensure that these are on the tournament-provided scoresheet.
- After each tournament game, you will need to pick up a copy of the scoresheet
 - Pro-tip: tournament games count towards the Mo Hockey patches.

Tournament/3rd Jerseys:

Players in their final seasons of the KYHA program often desire to obtain a 3rd jersey for use in tournaments. The KYHA Board has established a process for teams to obtain approval to use a jersey design other than the official club jerseys. These 3rd jerseys, also known as tournament jerseys, can **ONLY** be used in non-division competitions such as tournaments and friendly scrimmages.

Approval requests must be received by the KYHA Board no later than 14 days after the Ice Breaker Picnic event. No jersey orders should be placed, or payments made, until the Board provides approval in writing. Only requests that include the listed supporting documents and fully comply with the following guidelines will be considered:

- Available **only to Bantam** Teams
- Submit an **illustration of the design** with any logos and colors
- **Colors are limited** to red, white, black and grey
- Submit a **breakdown of the cost** per player and the supplier details
- Submit the results of a **team poll** confirming unanimous approval by all parents to purchase an additional jersey

A decision on the proposal will be made at the first board meeting following the submission of a complete request. Do not place any orders until approval is provided.

Miscellaneous Items

Player/Parent Cheat Sheet:

- At the beginning of the season, it can be beneficial to facilitate bonding between the team and parents.
- Create a table that contains each player name and number, and each of the parent's names and send it out in an email.
- Parents can refer to this until they learn everyone's names.

Travel Permits:

- Teams traveling to play in tournaments/friendly games outside the St Louis area will need to obtain a travel permit.
- You must have a travel permit for any game played outside of your approved league teams. See Mo Hockey's website for the form (<https://www.mohockeyyd.org/team-manager-resources/links-forms-documents/2155>)
- You will need to pay for each permit, so ensure that it is included in your budget.

Official Roster:

- The KYHA Registrar will provide a copy of your roster by September 30th.
 - o Ensure that the roster is accurate and notify the registrar (registrar@kyha.org) of any issues. If a coach is not listed, they may not have all of their requirements. Work with your head coach to be sure anyone who is on the ice or the bench has all of their requirements and is officially rostered
- Ensure that you print several copies once you have verified accuracy. You will need these for tournaments; when you apply for travel permits, and in your team binder
- You will also need a copy of the roster if you are scheduling any refs for practice games.

Scheduling a Ref for a Practice Game:

- You will NOT need to do this for declaration or regular season games
 - o To schedule refs for practice games (no need to schedule for Dec Season or Regular Season games), go to MIHOA website <http://www.mihoa.com/schedule-officials-for-games.html>
 - o Click on "need a password"
 - o You won't be able to completely fill this out without having an approved roster/team, so if you need a roster before September 30, please email registrar@kyha.org.
 - o Please allow 3-5 days to receive an approved roster (once the registrar submits it, Mo Hockey has to approve it so it takes some time)

Team Pictures:

- You will receive more information on how to schedule this from Tom Paule Photography

KYHA Website:

- Notify your families that the website works best in Google Chrome.
- Head coaches and managers are added to each of the team pages so other teams may start contacting you.
 - o Only names and emails are added for privacy.

Mobile App:

- Sports Engine has a mobile app so families should download this
- All directions can be found here: <https://mobile-help.sportsengine.com/en>

Various Website or App Questions from Families:

- Send them to the SportsEngine Help icon/link on the Home Page. Pro tip: Get them used to using this vs. asking you

TOP TEN TIPS AND LESSONS LEARNED

(By: Julie Nolfo)

1. Have PATIENCE - Lots and lots of patience.
2. Assign Volunteer duty - so much easier if done early. Put the responsibility on the parents to swap if they can't make their assigned duty.
3. Put extra stickers and scoresheets in a gallon-size bag and put them in your player's bag as a backup.
4. Dedicate a tote or a folder to scoresheets/stickers and keep it handy so you don't forget it.
5. Develop a good relationship with your head coach and act as a buffer between them and the parents. Figure out their style and adapt yours to theirs. (This may be most applicable to non-parent coaches but always important to help coaches/buffer some of the stuff they deal with without getting too involved)
6. Put together a master list of prospective tournaments and keep it (with the links) for the seasons so you can act quickly if need be to change up a tournament.
7. I prefer the weekly email to the team with practice, games, volunteer duties, etc. I would send it the same time every week so everyone was informed.
8. Co-Managers are the best ... its someone in the trenches with you. Also - prefer to partition out social activities and sometimes, create a team treasurer if there is someone well suited for it. Makes life easier for managers.
9. Be appreciative of other managers in the club and at other clubs. Everyone is a volunteer so they are dedicating their own time to do this.
10. If a parent on the team is acting like a *****[jerk], step in. I view myself as the ambassador for our team with other clubs and I don't want us to look like a bunch of ****[jerks]. If the parent won't listen, tell the Coach and ask them to step up and talk with the parent. After that, go to the Board.