



COACHES & MANAGERS HANDBOOK

Created: February 2017

Created by: Lee Peters - President

Version: 4 (Updated October 2025)

PRESIDENT'S MESSAGE

On behalf of the Prairie Storm Minor Hockey Association (PSMHA) Executive and its members, I wish to welcome you to the 2025/2026 playing season. I would like to take this opportunity to thank you for volunteering your time to take on one of the team staff roles within the PSMHA. Whether it be in a head coaching role, assistant coach, team manager, team treasurer, parent liaison or other team appointed volunteers, our hockey seasons could not progress without all of you stepping into these roles.

The PSMHA Executive is very passionate about providing a positive environment, not only for our players, but also to provide support for our coaches and team officials. We have a dedicated Board with a common goal... **to be an envied Hockey Association.**

The intent of this manual is to provide a quick reference where the main information relevant to the coaches and managers is located in one central document. Additional information is available in the PSMHA Policies and Procedures Document, PSMHA Bylaws, PSMHA webpage (www.psmha.ca), the Hockey Saskatchewan (HS) webpage (www.hockeysask.ca), the Hockey Regina webpage (www.hockeyregina.ca) and the Hockey Canada webpage (www.hockeycanada.ca).

The PSMHA Executive is open to any constructive feedback you may have to enhance the hockey experience at the ground level. I encourage you to contact any board member with any information you can provide that might continue to move our Association in a positive direction. We are ALWAYS open to receiving the “positives” of the Association and are more than happy to highlight these stories, so we encourage you to share as they occur.

I want to take this opportunity to wish you a fun, positive, successful 2025/2026 season and look forward to working with you to create great team experiences.

Cheers to a great hockey year

Prairie Storm Minor Hockey Association

NEW TO PSMHA?

Review our key terms and resources below. Experienced readers can skip to Section 1.0 General for operational details.

Term	Meaning	Resource	Reference/Page
PSMHA	Prairie Storm Hockey Association	www.psmha.ca	
HRI	Hockey Regina Inc	www.hockeyregina.ca	
SHA	Saskatchewan Hockey Association	www.hockeysask.ca	
HC	Hockey Canada	www.hockeycanada.ca	
SA AHL	Saskatchewan AA Hockey League	www.saahl.ca	
SFHL	Saskatchewan Female Hockey League	www.saskfhl.ca	
SE	SportsEngine Website/Help	https://help.sportsengine.com/en/	
AP	Affiliated Player	Governance « Hockey Saskatchewan	See 4.0 in Manual Pg. 11
HCSP	Hockey Canada Safety Program	Click here for Level 1	See 3.0 in Manual Pg. 8
CRT5	Concussion Recognition Tool 5	Click here for Printable tool	SHA concussion policy
SLGA	Saskatchewan Liquor and Gaming Authority	Click here to go to website	See Pg. 6
FORMS	Manager and player forms	Click Here	
Coaching	Coaching Requirements	Click Here	

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2025-2026 PSMHA EXECUTIVE

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2025-2026 PSMHA EXECUTIVE

Local Arenas

Balgonie Stardome

Railway Avenue
Balgonie, Sk. S0G 0E0
306-771-4343

Communiskate Rink

201 Great Plains Rd.
Emerald Park, Sk. S4L 1C3
306-781-7465

Pilot Butte Recreation Center

222 Diamond Place (2nd Ave & 3rd St)
Pilot Butte, Sk. S0G 3Z0
306-781-4547

THIS IS A LIVING DOCUMENT AND CAN BE REVISED AT ANYTIME. Please advise PSMHA at president@psmha.ca if there are any areas that appear to be incorrect or need revision.

PLEASE READ THIS MANUAL, IT IS YOUR RESPONSIBILITY TO BE INFORMED OF ITS CONTENTS

1.0 GENERAL

MISSION STATEMENT

To promote, govern and enhance hockey for the good of all players, coaches and officials. To foster a community spirit among members, supporters and teams; to promote team participation, sportsmanship and equal opportunity to all registered participants for ice hockey in PSMHA.

PSMHA is the governing body for minor hockey for the amalgamated area, which includes the principal communities of: Balgonie, Pilot Butte, White City/Emerald Park, and surrounding areas as defined by Bylaw 2.01.02 of the Constitution and Bylaws, July 2017.

PSMHA CONSTITUTION, BYLAWS & POLICIES AND PROCEDURES

PSMHA Constitution and Bylaws are available on the website under the About [PSMHA/Policies](#) and Bylaws tab ([PSMHA Bylaw](#)). Bylaws can only be changed or amended by vote as outlined in the Bylaws at the Annual General Meetings of the Association or by call of a special Meeting of the Members.

PSMHA Policies and Procedures can be found on the website under the About PSMHA/Polices and Regulations tab ([PSMHA Policies](#)). The Policies and Procedures document contains the governing rules of the association. Please become VERY familiar with it.

2.0 PSMHA TEAMS

The team coaches, managers and off-ice staff are integral in setting the team up for success. The coaches and managers create the flow of communication not only with the players but with parents, other coaches, officials and the PSMHA Board of Directors and leagues we are affiliated with. While the coaches focus on team and player development, the managers “run the business” by ensuring team budgets are managed, team communication is provided, and off-ice reporting is completed. By assigning other team staff (ie. treasurer, parent liaison, and other team appointed persons) these tasks can be less cumbersome and ensure everyone involved has a rewarding hockey experience.

What makes a team successful? Why do some teams have more success than others? The following is a simple outline of what a season may look like. This can be tailored to meet your specific team needs at the discretion of the coach and team staff.

MANAGING YOUR TEAM ON SPORTSENGINE

This will assist in allowing other teams to see your schedule which will help to facilitate ice swaps or reschedule game conflicts. Should your team choose to use another scheduling and communication tool (ie. TeamSnap, etc) please feel free to do so but you **MUST** also enter your schedule in SportsEngine. SportsEngine also has a very useful app that works very similar to apps like TeamSnap that will allow you to add schedules, request RSVPs to your team events, communicate with your team, add team photos, and add guardians so others can receive access to the team schedules.

ADDING TEAM EVENTS

Schedule games and events to display them on the team calendar where players and staff can see what's coming up. Invite players and staff to the games or events to allow them to RSVP, so you can gauge who's coming prior to the event. You must have edit or owner permission to the team's Team Page to schedule games or events.

You can schedule games and events from the **Schedule** tab in TeamCenter. When you add a game or event, all team staff and players are automatically invited. Events can occur one-time or be set to repeat.

Schedule a Game or Event

1. Sign in and go to your team's [TeamCenter](#).
2. On the left-hand navigation, click on the **Schedule** tab.
3. In the top-right corner of the page, click either **+ New Event** or **+ New Game**.
4. Enter the game or event information and click **Add Game** or **Add Event**.
 - **NOTE:** At the bottom of the event or game creation screen, you have the option to send RSVPs now to those players/staff.

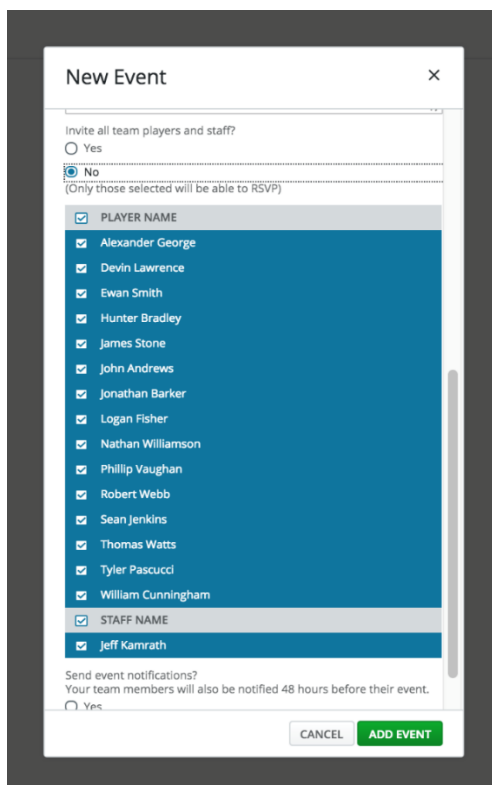
After selecting **New Game** you will need to enter details about the game starting with the **Subseason** that the game is scheduled in.

Next select the **Opponent** and choose which team will be the **Home Team**. If you don't see the opposing team as an available option, you can choose **New Team** to add the team or just choose **TBD** (to be decided).

Finally enter the **Date**, **Time**, and **Location** of the game. You can paste a google map URL into **Location URL** to show members where the game will be. At the bottom of the form, you can add information that will only be displayed to team members; this may include how early to arrive, what uniform to wear, and any other notes.

Notifications and RSVPs to Team Events

All players and staff on the team will be invited to new games or events by default and can **RSVP** through the SportsEngine mobile app or from their member dashboard. Just select **No** under **Invite All Team Members?** If you would like to handpick who is invited.



The screenshot shows a 'New Event' dialog box. At the top, it asks 'Invite all team players and staff?' with two radio buttons: 'Yes' (unselected) and 'No' (selected). Below this, a note says '(Only those selected will be able to RSVP)'. A list of names follows, grouped into 'PLAYER NAME' and 'STAFF NAME'. Under 'PLAYER NAME', the following names are listed with checked checkboxes: Alexander George, Devin Lawrence, Ewan Smith, Hunter Bradley, James Stone, John Andrews, Jonathan Barker, Logan Fisher, Nathan Williamson, Phillip Vaughan, Robert Webb, Sean Jenkins, Thomas Watts, Tyler Pascucci, and William Cunningham. Under 'STAFF NAME', Jeff Kamrath is listed with a checked checkbox. At the bottom of the form, it asks 'Send event notifications?' with 'Yes' selected. The 'ADD EVENT' button is highlighted in green.

You can send out RSVP notifications when you create the game or event by selecting **Yes** under **Send RSVP Notification** to alert players and staff that they have been invited. You can also send out additional notifications manually after creating the game or event.

Regardless of whether you send RSVP Notifications, invited players will receive an automatic reminder email 48 hours before the game or event and invited staff will receive an automatic reminder email that includes a player RSVP summary 24 hours before the game or event.

More information can be found on the SportsEngine how to pages. <https://help.sportsengine.com/en/articles/6338757-how-to-send-rsvp-reminders>

TEAM MEETINGS AND EVENTS

INITIAL TEAM MEETING

An initial meeting should be held as soon as possible following team formation that should include all coaching staff, parents and Division Director (or alternate Board Member). The main purpose of the meeting will be to introduce the coaching staff, fill team staff positions and outline the expectations, both from a coach and parent standpoint, for the year. The meeting should include a discussion on team rules (times to arrive at the rink, clothing for games, social media, etc), discipline guidelines (what are the consequences if players are late, shortening the bench, missing shifts, etc), and parent's roles. Financial budgets and team fees should be discussed and agreed upon by both coaching staff and parents and family contact information should be collected or verified.

This meeting should also be used to fill team staff positions, including a safety person, treasurer and jersey manager (see equipment discussion in subsequent sections of this manual). Other team staff may include team snack person, tournament committees, fundraising coordinators, social event planners or whatever other positions you feel would make your team successful and run smoothly.

It is highly recommended that the Division Director attend the initial parent meeting where the team approves the manager, treasurer and the team budget. Teams cannot appoint a person as manager, treasurer, parent rep or assistant coach that is in the same family as the head or assistant coaches (the only exception to this is, where all options have been exhausted, the manager may be in the same family as an assistant coach). Teams cannot appoint any board member as parent liaison. All team positions of authority must be submitted to the Division Director a minimum of 48 hours from your first ice time to ensure all requested staff are approved.

MID SEASON TEAM MEETING

A mid-season team meeting is recommended to review how the season is progressing. The meeting should include the team staff and parents and can include players if the team wishes. This meeting should be used to review what the positives of the season are and what areas might need "tweaking." The financials should be reviewed to ensure the budgets are on track with the team expectations set out in the initial meetings. The meeting should take place around mid December.

A team close out meeting or end of season event can help to celebrate the positives of the year and review the final team financials and what might be expected as a refund or amount owing.

END OF SEASON TEAM MEETING/EVENTS

MEDICAL AND INJURY

At the start of each hockey season, all players are required to complete the Hockey Canada Medical Form and hand it in to the team manager. This must be completed within one week of your first ice time. **AFTER THE FIRST WEEK PLAYERS MAY NOT GO ON THE ICE UNTIL THIS IS COMPLETED.** The medical form can be found online on SportsEngine under the Managers Tab > player forms tab > click on link to [Player Medical Information form](#).

All medical forms should be kept with the manager or team safety personnel and any relevant medical information should be communicated to the coaching staff at the start of the year. The team manager will shred all medical documentation at the end of the hockey season.

Teams should have a medical kit, and a **safety person** identified. Should an injury occur on your team, the [HS Injury Report form](#), found in PSMHA website under [Manager tab](#) > player forms , **MUST** be completed. Should an injury, fracture, concussion or illness occur during the hockey season that requires the player to be removed from action, the player will not be allowed to return to play without a medical doctor's certificate, and [a Hockey Canada Return to Play Form](#). A medical doctor's certificate is to verify the safety of the player. This certificate will remain with the medical file of the team and be given to the coach; as well a copy of the doctor's certificate and Return to Play form **MUST** be forwarded to the respective Division Director on the Board of Directors prior to resumption of play. The certificate will be kept on the player personnel file.

The player may not return to the ice until the Hockey Canada "[Return to Play](#)" form is completed, which can be found in the managers tab > players forms tab. More information on SHA's concussion recognition and Return to Play policy can be found at <https://hockeysask.ca/members/governance/return-to-play---concussion-policy>

TEAM FINANCIALS AND BANKING

Teams need TWO signers who are not the coaches. Accounts can be set up with outgoing e-transfers with dual approval. A letter for the bank is included in the manager's resource page. Bank accounts must be closed by May 15th. Each team treasurer must provide a statement on an individual player basis to each parent **monthly**. The statement needs to show income, expenses and fundraising for each individual. [An example spreadsheet](#) is included on PSMHA website found under Team staff > [managers tab](#).

Teams in PSMHA are allowed to raise money for team related expenses provided these projects do not interfere with PSMHA fundraising projects. 50/50 tickets may be sold at all home games for the home team's benefit. Full accounting of funds raised, and allocation of these funds must be submitted to the team for information purposes. **The Saskatchewan Liquor and Gaming Authority (SLGA) must license all team fundraising initiatives.** Different licences must be completed depending on the size/type of raffle/draw or lotto you are running, and the License number must appear on all tickets. For further details please refer to the SLGA Charitable Gaming website at <https://www.slga.com/permits-and-licences/charitable-gaming>.

GAME SHEET REPORTING

PSMHA teams playing with Hockey Regina which are moving to digital game sheets in Team Linkt. Instruction can be found at <https://www.hockeyregina.ca/hockeyreginainc2025/AllThingsHRI> when they are available. The AA Hockey teams such as U13AA, U15AA and U18AA, game sheets can be found on www.saahl.ca.

It is the responsibility of the U9 team staff to create a schedule for timekeepers/scorekeepers for every game. timekeeper/scorekeepers will be provided for U11 Divisions and higher, but it is the responsibility of the teams to ensure payment of the off-ice officials is provided.

Game sheets will be made available at the three primary home rinks (Pilot Butte, Balgonie Stardome and the Communiskate rink in White City). It is recommended to keep a few extra sheets on hand in case the office is locked or when you are attending an away game and the 'home team' does not have a game sheet. Game sheet stickers should be prepared and printed so that the team information does not have to be written out each game. A sticker template can be found on the PSMHA webpage under the team staff tab -> manager tab -> manager forms. There are 2 choices one for [17 players and less](#) or for [17 players and more](#), you can click on the links to go to the sheets directly. It is suggested to keep a set of game sheet stickers and extra game sheets in the medical for use when needed.

All game sheets MUST be verified and signed by team officials prior to the start of ANY game. Players not playing during the game must be stricken from the rosters and ALL affiliated players must be designated with AP and listed with a number. Individual player statistics are NOT kept for aged players however ALL major penalties must still be reported. Hockey Regina's game sheet reporting procedures are provided on Hockey Regina's Website when available.

TRAVEL, TOURNAMENTS AND EXHIBITION GAMES

Any team traveling to tournaments or exhibition games outside of the province or country requires travel permits. Travel permits can be obtained by completing all the information required on <https://prairiestormhockey.sportngin.com/register/form>. These MUST be submitted one-month prior to travel, and any cost associated with these permits will be added to your team invoice. It is recommended to bring a hard copy of the actual travel permit, as most associations will request a copy. When traveling out of the province the actual Travel Permit must be always carried with the team. Proof of Birth may also be required at various tournaments.

There shall be a **maximum of four (4) overnight tournaments** for all divisions. Ultimately will be the decision of the coach in consultation with the parents to determine the exact number of tournaments and whether they be 1, 2 or 3-day tournaments. PSMHA teams may NOT enter non-sanctioned hockey tournaments (a complete list of sanctioned tournaments is available at <https://hockeysask.ca/members/tournaments>). PSMHA teams are not allowed to participate in tournaments once the season has been completed, unless written authorization from PSMHA and SHA has been provided. If hosting a tournament you must have a SHA Tournament Sanction completed and sent in to SHA for approval. Prior approval from the PSMHA Board of Directors is also required.

Any, and all, exhibition games must be sanctioned by SHA prior to the game. An exhibition game sanction can be obtained by filling out the required form found on the SHA webpage under the teams tab. All game sheets from the exhibition game MUST be filed with SHA following the game or fines may result.

3.0 TEAM STAFF AND REQUIRED CERTIFICATIONS

TEAM STAFF

A maximum of four (4) team officials (coach, manager, trainer and assistant coach), as listed on the SHA certification form will be allowed on the team bench during the game. PSMHA registrations cover SHA registration for a maximum of four (4) team officials for the U9 to U18 divisions. Should additional team staff be requested, payment for SHA registration will be charged on the team invoice. All team officials (including the manager and treasurer) are required to submit a Criminal Record Check (CRC) before they will be allowed to participate with any PSMHA teams. **CRCs will be valid for a period of 3 years.**

A brief description of the recommended team staff is as follows:

COACHES

Head Coach – The head coach is the person responsible for directing the team during games and practices, preparing strategy and deciding which players will participate in which roles. The specific responsibilities of a coach vary according to the level at which they are coaching. The head coach should communicate the philosophy of the season with their assistant coaches, team officials, parents and players. The head coach is responsible for communicating the expectations for all team events and ensuring that expectations are fairly enforced and all players are allowed to participate in equal development in a fun and safe atmosphere.

Assistant Coach – Assistant coaches are responsible for assisting the head coach during games and practices including running and demonstrating drills where required, providing feedback on players roles, bench assistance during games and being able to run practices or lead games in the absence of the head coach. The assistant coaches must be aligned with the philosophy of the head coach and enforce that with players and parents.

The role of a coach carries a lot of responsibility; however, it can also carry great reward. The **role** of the **coach** is not just **coaching!** Sports **coaches** can assist athletes in developing to their full potential. They are responsible for training athletes in a sport by analyzing their performances, instructing them in relevant skills and by providing encouragement but also for providing the opportunities for the development of life skills.

OTHER TEAM STAFF

Team Manager – The Team Manager is a central figure in creating the flow of communication – not only within the team (players, parents and coaches), but between the team and all support systems such as the Minor Hockey Association, Division Managers, League Managers, other teams, referees and officials. By taking on the operational aspects of the team, the manager enables the coach to focus on player development and on-ice instruction to provide the players with rewarding hockey experiences. A Managers Checklist is included on PSMHA website under the Managers tab > [Teams Manager Checklist](#).

Treasurer – The treasurer will be responsible for tracking the team finances. The finances should be reported in such a way that they are tracked per player and will include ice times (practices and games), team apparel, team events and other expenditures agreed upon by the team. The treasurer **must** provide an update of the team’s financials to all parents on a monthly basis. An example budget spreadsheet can be found on the PSMHA website > Team Staff tab > Manager Tab > Manager Form Tab > [Example Team Financials Budget](#)

Jersey Managers – Two Jersey Managers should be identified who will keep the jerseys for the season. More than one volunteer can be identified to handle the Home and Away jersey separately, if desired. The jersey managers will be responsible for collecting the jerseys at the end of each game, looking after care of the jerseys including washing, when required, and reporting any mid-season damage to the Equipment Director where applicable.

Parent Liaison - This position involves communication between parents and coaches where the issue is such that an independent third party is required. The Liaison is in place to create a neutral place for parents to go if they wish to have a concern addressed that they feel they cannot discuss with the coaches directly. The parents should approach the Liaison to discuss the situation and fully express their concerns or questions which should be done in a reasonable and calm manner and following the 24 hour rule. The Parent Liaison will be responsible for scheduling a meeting with the coach if required.

Other team staff may include tournament coordinators, fundraising coordinators, and/or snack parents.

COACHING CERTIFICATIONS

The PSMHA Board of Directors takes the requirement of Coaching Certifications very seriously. If a coach does not obtain the appropriate coaching certification levels before the January 10 deadline, the team they are registered with will be fined \$50.00 by SHA, \$250.00 by PSMHA and he/she will be suspended for the rest of the season. In addition, that coach will be unable to be registered for the next season until all deficient coaching certifications are completed.

All Coaches are required to complete the appropriate Coaching Certifications for the Division in which they are coaching by **January 10** of the current season. Coaches, once registered, cannot be removed from the SHA roster after December 15th. **PLEASE INFORM YOUR DIVISION DIRECTOR AND THE REGISTRAR PRIOR TO DECEMBER 15 IF YOU ARE NO LONGER COACHING OR UNABLE TO COMPLETE THE REQUIRED CERTIFICATIONS.**

NOTE: Coaches must be certified with the proper certifications according to the Division/Category that they are coaching. Example: If a coach has Development I (Dev 1) and is coaching at the U11 Division, he/she must be certified with Hockey Canada Coach 2 OR if a coach has Coach 2 (Coach Level certification) and is Coaching U7 he/she must have Hockey Canada Coach 1. Ultimately it is the responsibility of the individual coach to ensure they have the appropriate certifications however, the PSMHA Board of Directors, through the Division Directors, will provide reminders throughout the start of the season to assist our coaching staff.

- a. **Respect In Sport**
All SHA rostered coaches and the team manager MUST complete a Respect in Sport for Coaches Online or have previously completed the equivalent Speak Out course for coaches by **January 10** of the current season. This is NOT the same as Respect in Sport for parents.
- b. **Checking Certification**
All head coaches U9-U18 MUST complete/or have previously completed a SHA Coach Checking Certification clinic by **January 10 of the current season**. Failure to complete will result in SHA and PSMHA applied team fines. SHA no longer requires but HIGHLY recommends that all Assistant Coaches complete the SHA Coach Checking Certification as well.
- c. **Safety Certification**
At least one team official listed on the team's roster must complete the online Hockey Canada Safety program Level 1 (HCSP Level 1) by **January 10 of the current season**. If a team does not have one team official registered with the proper Safety certification by January 10 of the current season, the team they are registered with will face both SHA and PSMHA applied fines.
- * If the Safety person is a non-coach, this person must be rostered with SHA (the \$40 SHA insurance fee is applicable if the number of rostered coaches are over the limit) and requires a minimum certification of the Safety clinic **AND** Respect in Sport.
- d. **Goaltending Certification**
At least one coach on a U9 to U18 team must have attended the SHA Coach Goaltending Certification Clinic by **January 10** of the current season. If a team does not have a coach who attended a Coach Goaltending Certification Clinic by **January 10** of the current season, the team they are registered with will face both SHA and PSMHA applicable fines. SHA HIGHLY recommends that all Assistant Coaches complete the SHA Coach Goaltending Certification as well.

The Coaching Certifications as required by SHA are provided on the SHA webpage at <https://hockeysask.ca/coaches/certification-requirements>.

4.0 GAME PLAYERS AND AFFILIATED PLAYERS

GAME PLAYERS

A minimum of six (6) players, in uniform, on each team are necessary for a game to start. If necessary the coach may recruit players from their affiliated players list.

AFFILIATED PLAYERS (AP)

An affiliate player refers to a player who is eligible to participate with a higher Division or category team. Affiliate player lists are developed by the PSMHA Board of Directors from the final evaluation standings and provided to each coach at the start of each season. Final AP lists **MUST** be approved by **SHA**. Players must be on a team's AP list in order to attend the team's practices and games. Players cannot be used in a game prior to receipt and approval of the affiliated player by SHA and the PSMHA Board of Directors. Failure to follow this process is in effect using an ineligible player, which is subject to suspension and forfeiture of the game in which used.

Upon approval from the Board of Directors and SHA, the process for using an affiliated player will be as follows:

The coach requesting an affiliated player must first notify the Head Coach of the team from which a player is being requested. Once the coach has approved the request he/she should contact the family of the player being requested to notify them of the request. Players should be given the opportunity to play at a higher level whenever possible and coaches should not refuse this opportunity unless the player has a practice, game or tournament or is facing disciplinary measures.

Calling up an affiliated player from a lower tier or division to play league games, exhibition games and/or tournaments are not permitted except to replace a missing player. A missing goaltender can only be replaced by an affiliated goaltender. If a team only has one goaltender registered, it may dress an affiliated goaltender that will only play if the registered goaltender is sick, injured or suspended. Affiliated players used in a game are to be designated on the game sheet with the letters "AP"

[Governance « Hockey Saskatchewan](#)

5.0 COACHES MONTHLY MEETINGS

Coaches are required to attend all meetings as deemed necessary by the Board of Directors, unless the team has a game scheduled at the same time, at which time said team will be excused. Should the head coach not be able to attend, an assistant coach or manager may be allowed to attend in their place. Team representatives are only allowed to represent one team. Failure to have an eligible team representative in attendance could result in a \$50.00 fine for the team.

6.0 INSURANCE

As per the SHA requirements a Hockey Canada Injury Report is required to be filed with SHA following each case a player, spectator or any other person at a sanctioned hockey activity, sustains an injury. **Claims must be presented within ninety (90) days of injury.** Further information on injuries is included in the PSMHA Policies and Procedures document.

For a complete explanation of what is covered, when you are covered and how to submit a claim, please refer to the SHA Handbook. For any team events, such as a team windup, you must complete a Hockey Canada Certificate of Insurance Request Form.

To report a claim, follow the steps listed below:

- ****Hockey Canada is strictly a supplemental insurer. If you have access to any other insurance, you must pursue it through them first. Hockey Canada shall cover those costs not covered by your primary insurance to its policy limits.****
- Secure a [Hockey Canada Injury Report Form](#) found in SE website under the Team Staff Tab -> Manager Tab -> Player forms.
- Complete the form in its entirety (especially the health insurance portion at the bottom of the page) or it will not be processed. Have your team official complete the team section and your Doctor/Dentist complete the back of the form.
- Submit the fully completed form to SHA within ninety (90) days of the incident. You have one year from the incident to submit receipts and/or invoices in order to receive your payment.
- Only original receipts and/or invoices are acceptable.
- Claims will take a minimum of 4-6 weeks to process by the Hockey Canada office in Ottawa. All payments will be made from the Ottawa office **(not Hockey Saskatchewan)**.

7.0 EQUIPMENT

PSMHA provides each team (apart from U7 teams, and U11B/C) with a set of home and away jerseys in jersey bags, a safety kit, and pucks for the season. Each team will sign the equipment out upon formation of the team and will be required to sign an equipment use agreement.

Each team should assign two jersey managers who will be responsible for bringing the jerseys to and from the games and collecting them at the end of each game. **Jerseys MUST not be kept in players' bags.** C and A letters will be issued to U13 and up and must be sewn on, not heat pressed. All letters must be removed before the jerseys are returned at the end of the year. Designated equipment return dates will be assigned by the Equipment Director. Damaged equipment, unwashed equipment or equipment not returned may be subject to fines as per the Equipment Use Agreement.

8.0 CONFLICT RESOLUTION

Should situations arise during the playing season, you should make ALL attempts to resolve any conflicts at the team level. Anyone reporting a complaint MUST allow a 24-hour cool off period (unless the situation is an emergency or there is an immediate danger to a child). Document the situation and all facts surrounding the event and then following the 24 hours, report the complaint to your parent liaison. The parent liaison can then arrange a meeting with the parents and appropriate team officials. Should the conflict involve the parent liaison concerns can be raised to the appropriate Division Director.

Should a resolution not be able to be reached between coaches, team officials and parents, the complainant should issue a written statement to the appropriate Division Director who then has 24 hours to notify the PSMHA Discipline, Dispute and Conflict Resolution (DDCR) Committee about the matter. The process for review will then follow the procedure outlined in the DDCR Manual found on the PSMHA webpage under policies and bylaws, PDF file: [Discipline, Dispute, and Conflict Resolution Policy/policies](#).