



Wolverines Hockey Club

# Team Administration Manual

*Amended May 2023*

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# Introduction

The purpose of the Team Manual is to provide teams with an overview of some of the more important information required for team function. However, this Team Manual is not intended to contain all the information that teams need to know. There are additional details and information available on the Wolverines Hockey Club (WHC) website ([www.wolverineshockey.ca](http://www.wolverineshockey.ca)) as well as the Hockey Calgary website ([www.hockeycalgary.ca](http://www.hockeycalgary.ca)). WHC recommends all teams visit these websites and become familiar with the information available on them. WHC has Bylaws and Standing Policies and Procedures which are authoritative. This manual is a resource for teams, and in the event of a difference, the Bylaws are followed, then the Standing Policies and Procedures.

## Respect in Sport

We would like to bring an important Hockey Alberta and Hockey Calgary initiative to your attention. The Respect in Sport program is mandatory for all families registered with an Association (including WHC) that is within Hockey Calgary's boundaries (Zone 9). The one-hour on-line tutorial must be completed by at least one parent per family, and the certification is valid for 4 years. WHC encourages all parents and frequent spectators to complete the course. Compliance is monitored by both Hockey Calgary and WHC. The log on to the program may be found here – [RESPECT IN SPORT FOR PARENTS](#). There is a \$12 fee for parents to complete this course. The fee is NOT reimbursed by the Association. Completion of the Respect in Sport for Parents course is mandatory prior to player registration.

## Team Organization

There are several volunteers required for each team. These usually include: Head Coach, 3-4 Assistant Coaches, Goalie Coach, Manager, Treasurer, Equipment Manager (e.g. jersey parent(s)), Tournament Representative, Parent Representative, Fundraising Representative and any other positions deemed necessary by the team. There is more information on this later in this document.

- **Coaches** – the maximum number of coaches allowed on the bench during a game is 5. **Please note that all coaches must be on the roster in order to be eligible to be on the bench during a game or on the ice during practice in order to be covered by the Hockey Canada insurance.** In addition, all these coaches must go through the Wolverines volunteer screening process. Please also see the 'Coach Information' section below.
- **Goalie Coach** – all WHC teams from U11 to U21 are required to have a Goalie Coach. The Goalie Coach is included in the maximum of 5 coaches noted above.
- **Manager** – the Manager is the main point of organization for the team and the contact for the Age Group Coordinator to provide team information. For more information please refer to the 'Manager Information' section below.

- **Treasurer** - Team funds are to be controlled by a “committee” of at least one team official and one responsible team parent. Generally, this is the team Treasurer and one other parent. The two cannot be related. These individuals are required to submit a written financial statement to the WHC Treasurer twice a season, once as of December 31 of the current season and once following the end of the season. For more information please refer to the ‘Treasurer’ section below.
- **Equipment Manager** – WHC owned game jerseys are not to be taken home by the players. Game Jerseys are not to be used in practice. All teams from U7 to U21 are required to provide an equipment deposit which is currently \$500 per team. Equipment deposits should be made via etransfer to [treasurer@wolverineshockey.ca](mailto:treasurer@wolverineshockey.ca) by **November 1** of the playing season. There are fines for lost and damaged equipment as well as fines for late return of equipment or late filing of the year-end financial statements. The notice summarizing the fines for lost and damaged equipment is handed out with the equipment at the beginning of the season. The information is also available in the “equipment” section of this document and the “Treasurer” section of this document.
- **Tournament representative** – WHC may hold Association tournaments in a year. Teams will be informed at the beginning of the year if an Association tournament will be held for their age group. There may not be spots available for all teams – they will be made available on a “first come, first served” basis. Any profit earned at an Association tournament will be retained by WHC and used for Hockey Development related costs. WHC teams participating in an Association tournament will pay reduced tournament costs and will be expected to provide a set number of volunteer hours. The tournament representative may also be responsible for finding tournaments hosted by other teams/associations and entering the team in those tournaments.
- **Parent representative** – The Parent Rep is a team parent who can speak for the team and for parents on the team. This position is the team’s first contact on team issues that can’t be resolved between the originators of the issue. For more information please refer to the 'Parent Representative' section below and to the dispute resolution section of the WHC’s Standing Policies and Procedures. This is an extremely important role in ensuring the smooth functioning of the team. Please choose this person carefully. The Parent Representative should not be related to, or a close personal friend of, the Head Coach.
- **Fundraising** – This does not have to be the Treasurer. A team may choose to have a separate person(s) undertake the fundraising initiatives. For additional details on fundraising, please refer to the ‘Fundraising’ section below.

## Coach Information

The following is some general information of interest to coaches. Please note that additional information may be found on the WHC website ([www.wolverineshockey.ca](http://www.wolverineshockey.ca)). There is an annual coach meeting at the beginning of each season where new items are discussed. It is recommended that all coaches attend this meeting. However, due to scheduling challenges some teams will have ice times when the meeting is scheduled. At least one coach from all teams is required to attend the meeting. It is also

recommended that coaches read this entire manual to be aware of requirements of other team officials.

## Volunteer Screening

Wolverines Hockey Club policy requires that all coaches (Head, Assistant and Goalie) submit to a Police Information Check through the Calgary Police Service. This volunteer screening is valid for 3 years. Email the Administrator at [info@wolverineshockey.ca](mailto:info@wolverineshockey.ca) and request a Police Information Check (PIC) request letter. PIC's are processed through the Calgary Police Service's online e-PIC system (<https://policeinformationcheck.calgarypolice.ca/>). Once your PIC is processed, the results will be delivered directly to WHC and the applicant. Please note that if you obtain the PIC request letter from the Administrator there will NOT be a charge for your check. If, however you obtain your PIC in some other fashion, WHC will **NOT** reimburse any costs incurred.

## Equipment

As a Coach, you will want to arrange to obtain your equipment from the Age Group Coordinator for your age group. An equipment deposit of \$500 will be required from the team. The equipment deposit is due by November 1 of the playing season and should be sent via etransfer to: [treasurer@wolverineshockey.ca](mailto:treasurer@wolverineshockey.ca).

## Parent Meeting

All Head Coaches should conduct a parent meeting at the beginning of the year. Additional parent meetings may be held as deemed necessary by the team. Good communication is key to a well-run team.

- One of the main purposes of the meeting at the beginning of the year is to fill the roles identified above in the section "Team Organization".
- WHC recommends that the parents be provided with written documentation to take home, especially with respect to any team rules established. It is up to the Head Coach to ensure consistent application of the team rules across the entire team.
- Parents should be advised that the Wolverines Hockey Club has a zero tolerance policy for unacceptable behaviour. Please review the Game and Conduct and Dispute Resolution section in the Standing Policies and Procedures with parents at the parent meeting.
- Coaches should be aware that WHC will not tolerate 'conduct unbecoming' such as verbal abuse of anyone, altercations, etc. Please see the Discipline Committee Section of the Standing Policies and Procedures for more information.
- WHC has implemented a series of Fair Play Codes. Each Coach, Player and Parent is required to sign a Fair Play Code. Parent Fair Play codes are completed at the time of registration. Team Managers are required to ensure that all forms are completed. More details are included below under "Fair Play Code". Please remind Players and Parents to read the Anti-Bullying and Harassment Policy in addition to

signing their Fair Play Code. Players and coaches may not be permitted on the ice if the Fair Play Codes are not signed. Refer to the Fair Play Codes section of the Standing Policies and Procedures for more information.

It is recommended that the following agenda be used for the first team parent meeting of the season. It should be held as soon as possible once the team is formed. There will be a lot of questions the parents want answered and there will be a lot of work required to get the team organization up and running. Being organized is critical to the level of success and enjoyment you and your players will have during the season. It is recommended that minutes of the initial parent meeting are distributed to all parents as a record of what was discussed, and agreed upon, at that meeting.

### **AGENDA**

- Introductions and the purpose of the meeting
- Discuss Coach's experience and qualifications in hockey
- Outline the team's yearly plan/strategies
- Develop and present your written team rules and expectations of players including matters such as:
  - Appropriate on and off ice behavior
  - Dressing room rules on clean up, throwing things etc.,
  - Pre-game arrival times
  - 10-minute pre-game speech to team,
  - Your views on parents being in the dressing room etc.
- Ask for volunteers to fill the various positions as outlined in this document
  - Manager
  - Treasurer
  - Equipment Manager
  - Parent Representative
  - Tournament Representative
  - Fundraising
  - Others as desired
- Fill the coaching staff positions as you see fit – **the Head Coach is responsible for nominating Assistant Coaches from the list of approved AC's provided by the Age Group Coordinator.** Head Coaches are determined by the Vice Presidents and approved by the President. Assistant coaches, after being nominated by the Head Coach, are approved by the Vice Presidents. The Vice President's decision on Assistant Coaches is final.
- Review the Anti-Bullying and Harassment Policy – found [HERE](#).
- Discuss resolution of any team issues. Review the Game and Conduct and Dispute Resolution section of the Standing Policies and Procedures with parents at this time. Remind parents that all team issues are first raised with the Parent Representative
- Use the 24 hour rule at all times – no issue should be discussed until the parties have had 24 hours to consider their thoughts. Immediate safety issues are an exception to this consideration.
- Discuss tournaments and fundraising. These are two key items that is important to have parent agreement on. As part of this, parents should agree on the amount of

“cash call money” to be provided to the team, and whether they want to raise sufficient funds that this could be returned to parents at the end of the season. Note that cash calls should not exceed the following limits:

- U7 & U9 - \$100
- U11 & U13 - \$150
- U15 & Up - \$250

## Coach Certification

Each team is required to have the appropriate number of coaches at each game that meet the coaching certification requirements. The Coach Certification deadline is Nov 15. It is the Head Coach's responsibility to ensure that the team's coaching staff have the appropriate certifications before this deadline.

Coaching certification is a mandatory requirement for coaches of teams registered and playing within Hockey Calgary. Official HC rules and regulations state each team is required to have at least one certified coach on the bench at every league, exhibition and HC sanctioned tournament game and every team practice. It is highly recommended at least one alternate coach on each team is certified at the required levels as during the hockey season in case the designated certified coach may not be able to perform his/her duties for any reason.

Information regarding registration for the various courses is available on the Hockey Alberta website - <https://www.hockeyalberta.ca/coaches/clinic-information/>. WHC will reimburse coaches for required courses taken as long as they are part of the official team roster. Please submit proof of completion and receipt for payment to the Administrator ([info@wolverineshockey.ca](mailto:info@wolverineshockey.ca)).

## Coach Resources

In addition to the coach certification process, there are several resources available to coaches:

- Wolverines on-ice development sessions – WHC will schedule two hockey development sessions for each team. You will be informed of which practices are your designated hockey development sessions.
- Hockey Calgary website ([www.hockeycalgary.ca](http://www.hockeycalgary.ca))
- Hockey Canada website ([www.hockeycanada.ca](http://www.hockeycanada.ca))
- Hockey Alberta website (<https://www.hockeyalberta.ca/coaches/>)

## Insurance

Only coaches that are included on the official team roster are covered by the Hockey Canada insurance. On-ice help that is not included on the roster is not covered by the Hockey Canada insurance nor is there any Wolverines insurance for such on-ice help. There is an insurance charge to WHC for everyone on the official team roster.

Please be advised that **only individuals on the official team roster are permitted to be on the ice for practices and on the bench during games.**



Similarly, only players on the official roster and approved affiliates are covered by insurance. It is critical that ineligible players do not play. Please read the section on Travel Permits and Exhibition Games in the Team Manager section below for requirements when non-league games are played.

## Game Sheets

Most Coaches will delegate game sheets responsibilities to their Managers. However, if there is an issue it will ultimately be considered the Coach's responsibility. Please read and familiarize yourself with the information about game sheets in the Manager section of this manual. In particular, any penalty which results a suspension will be "written up" on the game sheet. You **MUST NOT** play that player until you have confirmation of the suspension from your League Chair, and the player has served that suspension.

## Hockey Calgary Rule Book

All Coaches must be familiar with the Hockey Calgary Rule Book. The current version of the rule book can be found on the Hockey Calgary website (<https://www.hockeycalgary.ca/operations/regulations-and-bylaws>). Coaches must read the Hockey Calgary Rule Book each year. Here are some key things to be aware of:

- **RULE CHANGES** - Be aware of any rule changes for the upcoming season.
- **HELMETS** - Helmets are mandatory for all on-ice personnel.
- **SUPERVISION - Dressing room supervision – the Head Coach is responsible to ensure there two responsible adults in the team dressing room before and after each ice time. Players, at any age, are not to be left unsupervised. A coach should be the last person to leave the dressing room at each ice time and should ensure that the room is neat and tidy. Teams are responsible for any damage caused to a dressing room.**
- **FEMALE PLAYERS** - From the age category of U13 and older, separate change facilities must be utilized by all female players before and after all ice times. They may join their teammates in the dressing room after all players have completely changed. Failure to comply with this rule may result in suspension of the Head Coach for a period of at least one game.
- **SUSPENSION GUIDELINES** - All Coaches should be aware of the minimum player suspension guidelines. Hockey Calgary will impose significant suspensions on any head coach not adhering to the guidelines.
- **SUSPENSION** - League Chairs, Hockey Calgary Governors, as well as WHC have the authority to suspend both players and coaches. Suspended players are not permitted in the dressing room before or after the game for which they are suspended.
- **AFFILIATION LIST –**
  - HC RULES GOVERNING COMMUNITY HOCKEY Rules #10, 11, 12
  - Teams are permitted to use affiliate players if additional players are needed due to injury or illness. You may only use players from your **approved affiliate list**. Suspensions DO NOT count as absences and therefore affiliates

- CANNOT replace players who are absent due to suspensions.
- When using affiliates, the Head Coach should contact the affiliate team Head Coach and request the players you need. The affiliate team Head Coach will agree with the coach's choices or provide alternate players if they are not needed on the day of your game. The parents also need to be contacted and this is usually done by the affiliate team coach. The Head Coach is also required to notify their League Chair prior to the game when using affiliates.
- The coach is responsible for indicating affiliate players on the game sheet with an "AP".
- The approved affiliate list will be sent to coaches via email, once approved by Hockey Calgary. Affiliates CANNOT be used until the list is approved by the WHC President and Hockey Calgary.
- Coaches should pay special attention to the affiliation rules as the suspensions for the improper use of affiliates is harsh. Use of an ineligible player can result in a 3 year suspension.
- OVERTIME - There is no overtime in league play (playoffs only).
- MISSING A GAME - Don't cancel or miss a game – can result in a suspension (6 games or 1 year).
- MAXIMUM GAMES - Maximum number of games apply to U7, U9 and U11. Please refer to the Hockey Calgary Rules & Regulations for current game limits.

## Manager Information

WHC requires a team manager for every team. This is a significant position that requires familiarity with numerous WHC and Hockey Calgary policies and procedures. While this manual will try to cover pertinent information, additional information may be found on the Hockey Calgary website ([hockeycalgary.ca/resources/team-managers](http://hockeycalgary.ca/resources/team-managers)) and on the WHC website ([www.wolverineshockey.ca](http://www.wolverineshockey.ca)). A team manager and treasurer meeting is held at the beginning of each season. All managers are requested to attend this meeting as changes and updates from prior years will be addressed at the meeting.

## Team Registration

At the beginning of the season, when teams have been selected, it is a requirement of Hockey Calgary that all teams be registered with them. A team roster will be provided to each team by the WHC Registrar. An approved roster must be in possession at all games.

## Fair Play Code

WHC, in cooperation with Hockey Calgary, has developed and approved a Fair Play Code for Parents, Coaches and Players in our Association. All Parents, Coaches and Players should adhere to this pledge. The pledge form is available on the WHC website and is to be provided to all Parents, Coaches and Players at the start of the season. Coaches are required to submit their signed Fair Play Code to the Age Division Coordinator at least one week prior to the first seeding round game. Parents are

required to complete the Fair Play Code for Parents at the time of registration.

Coaches are encouraged to discuss the Code with Players and use it as a reference to encourage appropriate behavior. Coaches should review the Fair Play Code with the Players and ask them to sign it. Parents, Coaches and Players are reminded that violations of the Pledge may result in action under the Game and Conduct program. Failure of a parent to have returned a signed Pledge will be considered in an investigation.

For more information, please see the Association Standing Policies and Procedures which are available on the WHC website.

## Prevention of Harassment Bullying and Abuse

WHC has adopted Policies on the Prevention of Harassment, Bullying and Abuse. This may be found on the WHC website [HERE](#). When signing the Fair Play Code, all Parents and Coaches will acknowledge annually that they have read this policy and are aware of its contents.

## Scheduling Windows

If you wish to play in a tournament during the seeding round or regular season you must complete a scheduling window request form so that you will not be scheduled a Hockey Calgary game during that time. The form and deadlines for completion can be found on the Hockey Calgary website. If a tournament or exhibition game is scheduled during the seeding round or regular season without prior approval from Hockey Calgary, and are then scheduled to play in a Hockey Calgary game, the team **MUST** play in the Hockey Calgary game. The team is responsible for any costs incurred for the improperly scheduled tournament or exhibition game. Managers should familiarize themselves with scheduling window rules. Refer to the [HOCKEY CALGARY GAME PLAY GUIDELINES](#) for more information.

## Travel Permits and Exhibition Games

Travel permits are required when traveling with your team outside of Zone 9. Zone 9 includes the City of Calgary and Springbank for all divisions except Junior (Junior includes Zone 9, Springbank, Okotoks, Airdrie and Chestermere). Complete the “play in an exhibition game” request in the managers Hockey Calgary dashboard to request a travel permit. A minimum of 1 week’s notice should be allowed to ensure that the permit is in place.

Failure to obtain a travel permit could result in coach suspension.

## Name Bars /Advertising

Name bars are not permitted on any game jerseys provided by WHC. Teams who add name bars to jerseys will forfeit their jersey deposit and will face additional fines if required to replace damaged jerseys.

Teams who receive jerseys under a Hockey Calgary, Hockey Alberta or Hockey Canada sponsorship initiative (i.e. Atomic) may affix name bars ONLY if the jerseys are to be retained by the team at the end of the year. It is the responsibility of the team to obtain confirmation, in writing, from the Administrator that jerseys will be retained by the team prior to affixing name bars. Under no circumstances may additional sponsorship crests be added to these jerseys.

Teams who purchase WHC third jerseys may affix name bars or sponsorship crests to those third jerseys only.

## Team Pictures

A date and time for pictures will be set each year. Information will be communicated to teams once the dates are determined. The Association will pay for a basic package. Parents can order additional pictures directly from the photographer if desired.

## Referees

Referees are assigned for seeding round, Esso Minor Hockey Week, regular season and tournament games.

Community referees are paid directly for seeding round, Esso Minor Hockey Week and regular season games. Teams must plan to pay exhibition game and tournament game (when acting as the tournament host) referees directly.

Refer to the Central Zone Referees Committee website for current referee rates and requirements -

<https://officials.hockeyalberta.ca/uploads/source/Officials/centralregion/202223hockeycalgaryrates.pdf>

### Exhibition Games:

- Referees are assigned automatically once you exhibition game request has been approved.
- Officials for exhibition games must be paid by the teams. Teams must pay referees in cash prior to the start of the game. Payment is based on the arrangement between the participating teams but the teams are responsible to pay these officials and are NOT reimbursed by WHC for these exhibition games.

## Internal team issues

A Team Parent Representative must be in place on all WHC teams. The Parent Representative handles all internal team issues and is the liaison between the coaching staff and the parent group. Please become familiar with the Game and Conduct and Dispute Resolution section of the Association's Standing Policies and Procedures. Please ensure that this is followed in ALL situations. Most of the time, issues can be appropriately resolved in the early steps of this process. **Do not ignore internal team issues.** You should ensure that issues are handled immediately using the Game and Conduct and Dispute Resolution Process.

The Parent Representative is a key part of team management. Please ensure that the individual selected by the time is suited to this role and is not related to, or a close personal friend of the coach.

## Affiliation

The coach may ask for your assistance in arranging affiliates. Please read the affiliation section in the Coach portion of this manual.

## Game Sheets

Game sheets are provided by WHC for HOME games. Refer to the Hockey Calgary [MANAGERS CHEAT SHEET](#) for instructions on completing the game sheet. You can obtain game sheets from the WHC office. It is the Head Coach's responsibility to ensure there is a game sheet available for home games, however they will usually delegate this responsibility to the manager.

It is imperative that game details are entered on a timely basis, particularly if there are suspensions.

NOTE: You must check the back of the white copy of the game sheet following each game for the referee's notes. This is where the suspensions are indicated and what rule is being used. It is the coach's responsibility to find out about suspensions from a game. There is NO other record of suspensions given to the coaches.

When suspended players or coaches are sitting out their games, the coach is responsible for putting the player/coach on the game sheet and indicate "suspension game 1 of 2" or some other obvious indicator.

Upload all game sheets to your Hockey Calgary dashboard immediately following an exhibition game or out of town tournament.

## Team Sponsorship

The U7 (Timbits) age category is sponsored by Tim Horton's, and they provide jerseys and various other items and events to all U7 teams. They do not wear Wolverines Hockey Club jerseys.

The U11 age category is sponsored by McDonald's AtoMc program and they also provide jerseys and various other items and events to all U11 teams. They do not wear the Wolverines Hockey Club jerseys or socks. In addition each U11 team has a "Gold" jersey for the player of the game to wear in the next practice.

Individual teams can obtain sponsorship if they choose. However, WHC would encourage teams not to look for sponsorship or conduct fund raising to the extent where there is a large amount of money left over at the end of the season. WHC has specific policies regarding dispersal of unused funds. See the Treasurer section for more information. See the equipment section for restrictions on placing crests on WHC jerseys.

## Important Dates

Hockey Calgary publishes a list of "[important dates](#)" which are deadlines to which teams must adhere. This list of dates can be found on the Hockey Calgary website. Dates include, but are not limited to, scheduling window deadlines, seeding round dates, regular season dates, Esso Minor Hockey Week, etc.

## Playoffs

HC RULES GOVERNING COMMUNITY HOCKEY Rule #22

All teams from U11 age category and older will play in the playoffs. U7 & U9 do not have playoffs.

## Game Limitations

U7 teams are limited to the number of games per the Timbits Program

U9 teams are limited to the number of games per the U9 Development League program.

U11 teams are limited to 45 games per year according to HC rule #16

Failure to comply with the game limits will result in suspension of the Head Coach.

Refer to the Hockey Calgary "Game Play Guidelines" for more information -

[https://www.hockeycalgary.ca/assets/file/Operations/League\\_Management/Game\\_Play\\_Guidelines.pdf](https://www.hockeycalgary.ca/assets/file/Operations/League_Management/Game_Play_Guidelines.pdf)

House League teams are limited to the number of ice times assigned to them by WHC and Hockey Calgary. House League teams will receive separate information on rules applicable to them.

## Logo Use

The Wolverines Hockey Club logo cannot be altered or reproduced without the expressed written consent of the WHC Board of Directors. Only approved vendors may have access to the WHC logo for use on items and products approved by the WHC

Board of Directors.

## Team Apparel

All orders for Wolverines team apparel must through our approved vendors. Information regarding team apparel, approved vendors and our online stores can be found on the WHC website. Requests to use the logo to order from a non-approved vendor, or for any other purposes can be made by email to [info@wolverineshockey.ca](mailto:info@wolverineshockey.ca) . **Failure to obtain approval prior to using the logo for anything other than products supplied by our approved vendors will result in the team forfeiting two practice ice times with no compensation from WHC. It is important for building a strong WHC brand that all apparel is pre-approved and consistent. A significant effort was put in by WHC to choose a suitable partner for ordering apparel and savings for the resulting bulk purchases are passed on directly to teams.**

## Game Day (or Off Ice) Officials

- Off-ice Officials
  - Each team must supply two off-ice officials for all games. The Home Team will be responsible for the Timekeeper and Home Penalty box; the Visiting team will be responsible for the Scorekeeper and Visitor Penalty box.

Refer to the Hockey Calgary “Game Play Guidelines” for more information - [https://www.hockeycalgary.ca/assets/file/Operations/League\\_Management/Game\\_Play\\_Guidelines.pdf](https://www.hockeycalgary.ca/assets/file/Operations/League_Management/Game_Play_Guidelines.pdf)

## Treasurer Information

The following is some general information of interest to team Treasurers. Please note that additional information may be found on the Wolverines website. ([www.wolverineshockey.ca](http://www.wolverineshockey.ca)).

A team manager and treasurer meeting is held at the beginning of each season. All treasurers are requested to attend this meeting as changes and updates from prior years will be addressed at the meeting.

Wolverines By-Laws require that team funds to be controlled by a “committee” of at least one team official and one responsible team parent. It is required that team bank accounts require two signatures.

To meet the foregoing requirement, it is critical that teams elect or appoint a team Treasurer as soon as practical and also find another team parent, not related to the team Treasurer, to act as a joint signing officer on the team bank account. WHC has entered into a new relationship with RBC. The treasurer will:

- Open the bank account in the designated team name; e.g. Wolverines U11 3 Blue, Wolverines U15 NBC 2 etc..



- Deposit and pay all team funds through the bank account and maintain a record of all transactions. You should issue receipts to parents for any funds paid to the team, and keep receipts for all payments made.
- Transfer your teams equipment deposit to: [treasurer@wolverineshockey.ca](mailto:treasurer@wolverineshockey.ca) by November 1 of the playing season. The equipment deposit is \$500 per team.
- Develop a budget/set fundraising targets. This requires agreement of the parents and coaches as to what the team would like to do in the year (i.e. number of tournaments) to attend. Use this to guide fundraising activities and ensure excess funds are not raised.
- Teams may fundraise no more than \$15,000 per season. Teams wanting to raise funds above \$15,000 will be required to submit a written proposal to the Wolverines Treasurer ([treasurer@wolverineshockey.ca](mailto:treasurer@wolverineshockey.ca)) and request approval.
  - If teams exceed the \$15,000 fundraising limit without the written approval from the Wolverines Treasurer, they may be subject to a financial penalty equivalent to 10% of their team budget.
- Submit a written financial statement to the Wolverines Treasurer twice each season; once as of December 31 (to be submitted by January 31) and once following the end of team affairs. The team Treasurer should email the statements to the all parents on the team. The responsible parent should then FORWARD the attachment to [treasurer@wolverineshockey.ca](mailto:treasurer@wolverineshockey.ca) indicating that they agree with the financial statements. If the year end statements are not received by April 30, financial penalties will apply (\$50 per week that the statements are late). If you cannot meet this deadline, please request an extension from the treasurer.
- The \$500 equipment deposit will be refunded to teams, net of any penalties for damaged equipment or late financial statements when all of the equipment has been returned and the year-end financial statements have been provided and approved.
- Contact the WHC Treasurer at [treasurer@wolverineshockey.ca](mailto:treasurer@wolverineshockey.ca) should you have any questions or problems dealing with the financial side of the team's affairs.

The team Treasurers should not:

- Pay out cash if you can pay by team cheque. If you do pay out cash ensure you get a receipt from the party paid. It is important for your records and protection.
- Conduct raffles (this includes 50/50 sales) or fundraisers as a team without first ensuring you have the necessary Alberta Gaming License. **All raffles or pull-tickets (i.e. grey cup ticket pools) require an Alberta Gaming Licence. You can apply for an account and obtain a licence online at [www.aglc.ca](http://www.aglc.ca).** "Illegal" or unlicensed fundraising could jeopardize the gaming licenses sought by other teams and WHC, itself, each year. If in doubt, the matter should be referred to the WHC Treasurer. **It is imperative that teams apply for their own account. Use of the WHC gaming account is prohibited. If a team uses the WHC gaming account a fine equal to the equipment deposit will be levied.** See further information under 'Fundraising'.
- Accept cash/cheques without giving a receipt so that you are always clear on who



gave you what and what for.

- Involve coaches in the financial management of the team.

## Fundraising

Depending on the type of fundraising, the team may need to obtain an Alberta Gaming Licence. All raffles or pull-tickets (i.e. grey cup ticket pools) require an Alberta Gaming Licence. You can apply for an account and obtain a license online at [www.aglc.ca](http://www.aglc.ca). “Illegal” or unlicensed fundraising could jeopardize the gaming licenses sought by other teams and WHC, itself, each year. If in doubt, the matter should be referred to the WHC Treasurer. It is imperative that teams apply for their own account. Use of the WHC gaming account is prohibited. If a team uses the WHC gaming account a fine equal to the equipment deposit will be levied. See further information under ‘Fundraising’. When you obtain a license please email a copy to [treasurer@wolverineshockey.ca](mailto:treasurer@wolverineshockey.ca).

WHC does not endorse or recommend any of the following fundraising ideas. They are only provided as examples of what teams have done in prior seasons.

- Bottle drives
- Coco Brooks pizza or other food sales
- Grey Cup raffle tickets (require an Alberta Gaming License)
- Raffles (require an Alberta Gaming License)
- 50/50 draws (require an Alberta Gaming License)

## Problem Solving Process-Parent Representative

Recent years have seen an increase in discipline matters across Calgary. Many of these issues could have been avoided with proactive management of team issues. The management of complaints, concerns and issues within your own team are to be handled through the team's Parent Representative. This process allows the coach more time for on ice issues. The Parent Representative voices concerns of the parent group to the coach and vice versa. Please see the Association's Standing Policies and Procedures for the appropriate protocol to be followed in the event of disputes. It is very important that this protocol is followed.

Selecting the appropriate Parent Representative is an important part of the process. In most cases, the Parent Representative will not need to deal with significant issues. However, should an issue arise it is important that the Parent Representative have the correct skillset to deal with issues. The following are attributes to consider when selecting a Parent Representative:

- The Parent Representative should not be the spouse of the Manager, Treasurer or any of the Coaches, nor be a close personal friend of the Head Coach
- Parents on the team should agree with the selection of the Parent Representative

- The Parent Representative should be approachable
- The Parent Representative should be a good listener and a good communicator
- The Parent Representative should be even-tempered and willing to listen to both sides of an issue

The Parent Representative is responsible for effective communication between the coach and the team's parent group. All issues between the parents and the team and relating to the team must first involve discussions between the Coach and the Parent Rep. The Manager may also be consulted. The more serious issues that cannot be resolved at this level may only then be elevated to the Association by the Parent Representative. Parent Representatives are encouraged to consult with the Game and Conduct Directors at any time to discuss their approach to resolving team issues.

It is recommended that an open and honest communication channel be maintained with the coach. The Association will not address team or personal issues unless the Parent Representative has first been involved, except in rare circumstances as outlined in the Standing Policies and Procedures.

It is also recommended that the "24-hour rule" be applied in all significant situations requiring the Parent Rep. That is, the complainant should be requested to bring their complaint back to you in 24 hours to discuss it fully, allowing a cooling off period and to discuss the issue when emotions are not at their peak. The only exception to the "24-hour rule" are matters of immediate safety concerns.

In a worst case scenario a report can be submitted to the Game and Conduct Director and the Game and Conduct process will begin.

WHC's Standing Policies and Procedures outline the Game and Conduct and Dispute Resolution Process in more detail. The Parent Representative should be familiar with this process.

## Equipment

In accordance with the Association's Standing Policies and Procedures, WHC jerseys are only to be worn for games. They are not to be worn in practices.

The WHC game jerseys are collected and kept by the team's equipment manager following each league/tournament game.

U7 (Timbits) – Timbits players are allowed to wear their sweaters on game and practice days. The equipment manager is not required to collect these jerseys each ice time. Timbit jerseys must be collected and returned at the end of each season.

The Equipment Manager is responsible for all team equipment such as team jerseys, pucks, first aid kits, WHC owned practice jerseys or pinnies.

All jerseys and WHC supplied equipment must be returned at the end of the season. Contact your Age Group Coordinator to make arrangements to return your team's equipment.

All jerseys must be washed prior to being returned. Jerseys should be placed in the jersey bags in numerical order prior to returning the equipment.

When equipment is not dropped off by April 30th or if equipment is lost or damaged beyond normal wear and tear, fines are imposed on the team and the money is taken out of the team's deposit, as itemized below.

EQUIPMENT	COST
Game Jersey	\$100.00 if damaged, \$200.00 if not returned *
Jersey Bag	\$50.00
Puck Bag	\$30.00
First Aid Kit	\$30.00
Goalie Equipment Bag	\$60.00
Goalie Pads	\$300.00
Goalie Blocker	\$200.00
Goalie Catcher	\$200.00
Goalie Chest Protector	\$200.00
Goalie Stick	\$50.00
White Board	\$40.00
Tutor Shooter	\$100.00
Practice Jerseys (or Pinnies)	\$25.00

\*If a jersey is not returned because it was cut off a player in a medical emergency, no fine will be levied.

## Fines

Overdue up to 1 week (after April 30<sup>th</sup>) - \$50 fine

Overdue beyond 1 week (and each week thereafter) - \$50 fine per week.

Please see the Treasurer section of this manual for requirements to submit financial statements prior to the equipment deposit being refunded, and fines for late submission of financial statements.

## Contact Information

The Wolverines Hockey Club office is located at the Acadia Recreation Complex, 240 – 90<sup>th</sup> Ave SE, Calgary, Alberta T2J 6P6

The Administrator is Erin Boulet and she can be reached by email at [info@wolverineshockey.ca](mailto:info@wolverineshockey.ca) .

A complete list of Wolverines Hockey Club Board of Directors is available on the WHC web