



Surrey Female Hockey Association – Team Information

Team Official Qualifications

All team officials must have the required qualifications mandated by PCAHA and BC Hockey. Teams must register all team officials with the Registrar. Executive approval is required for all team officials. Only persons registered on a team's roster are allowed on the bench and ice during games and practices. This is for safety and insurance purposes. All on ice helpers and Team Moms must be identified to the Registrar and have Respect in Sport (3 year renewal) and a Criminal Record Check (annually). See Reimbursement for Team officials' as provided in the policy by SFHA.

Coaching Officials

Coaches must have submitted a completed and signed Coaching Application Form, a current Criminal Record Check (to be completed every year), and taken the CATONLINE course (concussion training) to the SHFA Coach Coordinator (prior to the season starting).

***NEW*Concussion Awareness – (Completion by Sept 15th)**

For Coaches and Parents - copy and paste the link below into your web browser for how to register for Concussion Awareness Training Tool

<http://www.bchockey.net/Files/How%20to%20Register%20for%20CATT%202016-06-22%20FINAL.pdf>

Team Manager

The Team Manager is responsible for keeping the team's personal information. It is a good idea to create a binder with all the forms and documentation handy; including:

- Contact Lists for:
 - Team Roster
 - SFHA (Division Coordinator, Referee-in-chief)
 - PCAHA (League Manager)
 - BC Hockey
- Game sheets
- Schedules
- Arena information, maps
- PCAHA Rule Book
- SFHA Policies
- Injury/incident Forms

Responsibilities also include:

- Review at the team meeting how to submit a complaint, code of conduct and volunteer policy
- Collection of carding fees, Jerseys & deposit cheques
- Working with the ice allocator for ice changes/cancellations or rescheduling games
- Send in Game Sheets to respective League Manager at the PCAHA
- Team travel arrangements and accommodations to out-of-town tournaments and games.



Surrey Female Hockey Association – Team Information

- Obtaining the required sanction when playing teams from the USA, home games, and tournaments when participating in special events (e.g. exhibition games, dry land training, etc.) as this is required for insurance purposes. The President must be notified in advance of such events.
- Handling complaints on the team, if unresolved, refers to Division Coordinator (see Policy Manual for Dealing with Complaints)

Rep Carding Fees (Rep Teams Only) – \$100 cheque per player payable to Surrey Female Hockey Association for “A” roster players only (Affiliate Players from “C” teams do not pay carding fees).

Cheques/Payment needs to be submitted to Team Manager after announcement of team roster and prior to 1st team ice session (practice/game). Rep Carding fees are used to cover BC Hockey card fees, extra ref costs and a portion of extra ice costs. **Team Managers must submit to Executive Treasurer by end of the week of the first practice/game.**

****No payment means NO PLAY**

Jersey and Volunteer Deposit Cheques –

Jersey Cheque \$200 - to be made out to **Surrey Female Hockey Association postdated for Feb 1 of the following year (eg. Season starts Sept 2017 – date should be Feb 1, 2018)**

Volunteer Deposit Cheque \$250– Post dated and made out to **Surrey Female Hockey Association for February 1 of the following year (eg. Season starts Sept 2017 – date should be Feb 1, 2018)**

TEAM VOLUNTEER DUTIES

There are many things to be done throughout the season, and it is recommended that the Manager obtain parent volunteers from their team at the beginning of the season to help out. Most parents will be prepared to volunteer in some capacity. A good rule of thumb is that each family should take on one task. **Note: these volunteer duties do not account for the volunteer hours for SFHA (4hours)**

Some of the tasks include:

- Hockey Canada Safety Person (must be on the roster as a Team Official)
- Treasurer (need 2 signing authorities)
- Timekeeper/Scorekeeper for home games
- Fundraising Coordinator/Team Event Organizer (**need to review licensing requirements with Executive Treasurer**)

Hockey Canada Safety Person (HCSP) Duties

- Ensures each player has completed a Player Medical Information Form, and carries these forms and the team first aid kit on every outing. (a Team Binder is recommended for this)
- Implements an Emergency Action Plan for the team and through this is prepared to react in the event of accidents, injuries and medical emergencies.



Surrey Female Hockey Association – Team Information

- Conducting regular checks of player's equipment and advising on the purchase of new protective equipment. Act as HCSP for both your own team and opponents if there is only one Safety person
- Manages all injuries, learns to recognize serious injuries and refers injured players to qualified professionals. Must take HCSP clinic (renewal every 3 years) and the CATONLINE course for concussions.
- Provides BC Hockey injury report forms to player/parents when there is an injury. Ensures they are completely filled out and forwarded to BC Hockey to ensure the player is also covered by Hockey Canada's supplemental insurance.

Injury Report Form - copy and paste link below into your web browser

<http://www.bchockey.net/RiskManagement/InjuryClaims.aspx>

Note: IT IS THE PARENTS RESPONSIBILITY TO SUBMIT THE FORM TO BC HOCKEY.

- Ensures that any player returning from an injury or serious illness has a doctor's note indicating that they are fit and able to return to practice or games. A copy of the letter must be submitted by the Team Safety Coordinator or to the Association's Risk Manager.
- There must be an HCSP qualified person at every event the team takes part in (even fundraising!).

Team Treasurer Duties

- Must not be related to any team officials, though the second signing officer can be.
- The Treasurer is responsible for preparing a budget for the season with the Team Manager and Coach; opening bank account in the team name with 2 unrelated signing officers and for maintaining an accounting of the income and expenses for the season.
- The account MUST be opened in the name of the team (i.e. Surrey Falcons Novice C1). A letter confirming the team name and signing officers may be required and can be requested from Surrey Falcon's Treasurer.
- At the beginning of the season, the **Treasurer needs to provide a copy of the approved team budget to the Executive Treasurer (October 15th)** email: Treasurer@surreyfalcons.ca.
- At the end of the season the Treasurer final accounting of team funds to the team and to the Executive Treasurer **by Mar 15th**. Extra funds returned to team members by no later than the end of March.
- It is also recommended that interim reports be provided to the team during periods of high activity in the account.

At the start of the season, the coaches and parents must approve a budget for the upcoming season. Some of the items to be considered include:

- Tournament Fees = # of tourneys X cost (generally around \$750-\$1250 per tournament)
- Referee Costs for Exhibition Games – refer to PCAHA fee schedule; including paying referees
- Administrative (stamps, envelopes, labels, bank fees, etc.) - +/--\$30
- Purchasing additional ice time (optional for house, Rep teams need to budget to cover the cost of 1 additional practice ice per week)
- Player's gifts for end of season (optional)
- Player's approved apparel like track suits, jackets or hoodies (optional)
- Team Christmas Party (optional)
- Team Wind Up Party (optional)



Surrey Female Hockey Association – Team Information

- Typically each family will contribute \$100-\$200 immediately to create a start up bank account (Rep teams are significantly higher). Receipts should be attached to the budget sheet for all expenses incurred.

Team Moms

- Supervise and ensure appropriate behavior in the dressing room before and after games and practices observing the 'two-deep' method.
- Be responsible for advising male coaching staff when the players are ready for pre-ice instructions. It is recommended that two adults be in the dressing room with the team at all times.
- Provide general assistance to the Team Manager if and when required.
- Review Locker Room Policy (inserted into this document)



Surrey Female Hockey Association – Team Information

Contacts:

President – Gary Mizuno – President@surreyfalcons.ca

Vice- President – Melissa Lee – vp@surreyfalcons.ca

Secretary – Tasha Waugh – secretary@surreyfalcons.ca

Treasurer – Joyce Oates – Treasurer@surreyfalcons.ca

Registrar – Jennifer Mitchell – registrar@surreyfalcons.ca

Ice allocator – Gurpreet Bal – director@surreyfalcons.ca

Public relations/Risk Manager – Rob Rai – public_relations@surreyfalcons.ca

Director of Hockey Development – Kelly Leroux – development@surreyfalcons.ca

Coach Coordinator – Jag Bal – coach@surreyfalcons.ca

Referee-in-chief – Darren Mahaffy – ref@surreyfalcons.ca

P.C.A.H.A. FEMALE LEAGUE Managing Director –Drew MacDonald

#1609-400 Capilano Road Port Moody, BC V3H 0E1 Phone: 604-351-9079 Fax: 604-205-9016
dmacdonald@pcaha.ca

***Please return score sheets to the League Manager at P.C.A.H.A.**



Dealing with complaints:

Minor Complaints

SFHA recognizes that throughout the hockey season there may be minor issues that arise on a team that may lead to complaints (for example a parent to a coach in relation to the amount of ice time received by their child, a coach to a parent about the parent's inappropriate behaviour, etc.). The following are guidelines to deal with minor team related complaints:

1. Initially, all complaints must be dealt with between the parties (e.g. a coach and a parent) in an effort to resolve the complaints.
2. Neither party may approach the other about the issue for twenty-four (24) hours; however, the issue may be brought to the attention of the team manager within this timeframe to make them aware of the situation.
3. If one party wishes to discuss the issue with the other party after twenty-four (24) hours, this must be arranged through the team manager and the team manager must participate in the discussion as a neutral facilitator and observer.
4. If after the above noted discussion the issue is not resolved, the party making the complaint may take the complaint to the Division Coordinator. The Division Coordinator, at his/her discretion, may request that the complaint be submitted in writing. The Division Coordinator must deal with the complaint and attempt to resolve the issue.
5. If the Division Coordinator cannot resolve the issue to the satisfaction of the party initiating the complaint, then the person making the complaint may take the complaint to the President. The President, at his/her discretion, may request that the complaint be submitted in writing. The President must initiate action in an attempt to resolve the complaint. The President's decision regarding how to resolve the complaints will be final and no appeal of the decision will be allowed.

**If the team manager is one of the parties involved in the complaint, then the head coach should act as the neutral facilitator and observer.

Major Complaints

SFHA recognizes that throughout the hockey season there may be issues that arise on a team that may lead to major complaints (for example a significant lack of discipline on a team, a parent repeatedly using abusive language towards referees, etc.). The following are guidelines to deal with major complaints:

1. The party making the complaint should contact the Division Coordinator and provide information about the matter. The Division Coordinator, at his/her discretion, may request that the complaint be submitted in writing. The Division Coordinator must deal with the complaint and attempt to resolve it.
2. If the Division Coordinator cannot resolve the complaint to the satisfaction of the party making the complaint, then the person making the complaint may take the complaint to the President. The President, at his/her discretion, may request that the complaint be submitted in writing. The President must initiate action in an attempt to resolve the complaint. The President's decision regarding how to resolve the complaint will be final and no appeal of the decision will be allowed.



Surrey Female Hockey Association – Team Information

Complaints about Other Associations

SFHA recognizes that throughout the hockey season there may be issues that arise on a team with respect to other Associations. The following are guidelines to deal with complaints with other hockey Associations:

1. The party making the complaint should contact the President of SFHA and provide information about the matter. The President may request this be submitted in writing and the President will initiate action in an attempt to resolve the complaint. At NO TIME should a parent be contacting the other Association directly if they have a complaint.



Surrey Female Hockey Association – Team Information

LOCKER ROOM POLICY (The following is as per BC Hockey Policy: Locker Room Monitoring)

Dressing Room

Players should be supervised at all times. A lone personnel member should never be in the dressing room with players at any time, and especially when they are showering or changing: two (2) adults should be present together; which is called the “Two Deep Method” of supervision.

Injury Treatment

The safety person should avoid treating injuries out of sight of others. Use the “Two Deep Method” (two adults) supervision system.

Road Trips

Ideally, team personnel and players should not share accommodations, regardless of the potential cost savings or other benefits. If sharing a room is unavoidable, be sure that the “Two Deep Method” rule is observed at all times.

Physical Contact

Team personnel should avoid touching a player. Use the “Two Deep Method” (two personnel, or two players) supervision system. The comfort level and dignity of the player should always be the priority. Limit touching to “safe areas” such as hand to shoulder.

Isolated Spaces

Parents/guardians should never leave their child unsupervised in a facility, nor should they leave their child alone with a single personnel member (use the Two Deep Method supervision system).

Sport and Training Facilities

Participants who are minors should never be left waiting in a facility without the supervision of their parent/guardian or personnel member (use the Two Deep Method).

Parents in Locker Rooms

Except for players at the younger age groups (i.e. Novice, Tyke, Atom) we discourage parents from entering locker rooms unless it is truly necessary.

If a player needs assistance with his or her uniform or gear, if the player is or may be injured, or a player’s disability warrants assistance, then we ask that parents let the coach know beforehand that he or she will be helping the player.

Naturally, with our youngest age groups it is necessary for parents to assist the players getting dressed. We encourage parents to teach their players as young as possible how to get dressed so that players will learn as early as possible how to get dressed independently.

In circumstances where parents are permitted in the locker room, coaches are permitted to ask that the parents leave for a short time before the game and for a short time after the game so that the coaches may address the players.



Surrey Female Hockey Association – Team Information

As players get older, the coach may in his or her discretion prohibit parents from a locker room. In general, parents should not enter the dressing room if the players undress to less than shorts and t-shirts.

Smart Phones and Other Mobile Recording Devices

Smart phones and other mobile devices with recording capabilities, including voice recording, still cameras and video cameras, are not permitted to be used in the locker rooms. If phones or other mobile devices must be used, they should be taken outside of the locker room.



Reimbursement Policy for Courses

SFHA policy promotes the development of team officials while at the same time being prudent with our spending. In short, each team is allowed a maximum number of team officials for which reimbursement would apply. An additional factor that forms part of the policy is whether or not the team had team officials who were already qualified. Each team is allowed the following number of team officials as far as reimbursement is concerned:

- Maximum of 3 coaches per team.
- 1 team manager per team.
- 2 Safety Persons per team.
- 4 Team Moms per team.

SFHA will pay team officials for the cost to take the required courses for their roles to a maximum number listed above. For coaches, verification will need to be made that the required tasks have been properly completed/submitted to BC Hockey prior to receiving reimbursement.

If a team wanted more than the maximum number allowed, it could pay for any extra persons from their team expenses.

(Note: The costs for courses in the above and similar scenarios may still be covered by SFHA if there are sufficient funds available in the budget.)



Surrey Female Hockey Association – Team Information

DRESS CODE POLICY

All coaches and players must dress in an appropriate manner to ensure SFHA is portrayed in a positive fashion for games and tournaments.

Guidelines for Coaches

Appropriate dress includes:

- jacket/dress shirt/tie/dress pants (for men)
- jacket/collared shirt/jeans without fraying (for men)
- jacket/dress sweater/dress pants (for men and women)
- jacket/collared shirt/Jeans without fraying (for women)
- track suit with SFHA colours /logo

Inappropriate dress includes:

- jeans frayed or ripped
- t-shirts or similar shirts
- casual sweaters (e.g. a sweater with a hood)
- track suits that do not contain SFHA colours/logo

Guidelines for Players

Appropriate dress includes:

- jacket/dress sweater/dress pants
- jacket/dress blouse/dress pants
- track suit with SFHA colours/logo
- casual sweater (hooded sweatshirt with SFHA logo)

Inappropriate dress includes:

- jeans, pajama pants
- t-shirts or similar shirts
- casual t-shirts or hoodies not related to SFHA hockey or tournaments (eg. tournament provided shirts are ok)
- track suits that do not contain SFHA colours/logo