



MANAGERS HANDBOOK

Team Manager's Manual

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 (MHA), Division Managers, teams, referees, officials, etc. Ultimately, the manager is responsible for ensuring all the off-ice tasks are completed. This does not mean that the manager has to do it all; he or she needs to make sure that it gets done via delegation. Also, it should be noted that some coaches will take on some of the activities that the manager is normally responsible for overseeing.

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. This manual provides information to aid Team Managers in the smooth operation of the team by discussing the need to delegate and by identifying key topics that the Team Manager will need to address.

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Team Meetings

Team meetings are essential in the development of formal communication amongst a team and they encourage participation from all members. An initial meeting should be set up shortly following the formation of the team – for many this will be the first time they meet other players, parents and coaching staff. Ideally, the manager should be in place before the initial team meeting, which should also discuss the seasonal plans and preliminary budget. This helps to ensure that all parents understand the commitment, both time and financial (including tournaments), up-front and before the season commences. Also, the importance of a qualified Treasurer should be noted and team rules and safety should be introduced for discussion. There is much information to discuss at the beginning of the season, so it is up to the Team Manager to lead this meeting ensuring that the group stays on topic.

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

Once the First Parent Meeting has taken place, team meetings can be set based on the team's need and desire for more meetings. Many sub-committees will form following the first meeting as well. **Every Team Manager must delegate, it would be virtually impossible to perform all tasks alone.** However, the Team Manager should be aware of or involved in the operations of these sub-committees and should pass along updates to the rest of the team. Should a volunteer not carry through with their tasks, this supervision and monitoring will ensure the problem is caught early on and dealt with based on team policy. **Many of the duties covered in this manual will actually be carried out by the parent volunteers and not directly by the Team Manager.**

Conducting the First Parent Meeting

(host meeting shortly after team is formed)

Scheduled Date: _____

A. Introduction (5-10 minutes)

- Introduce yourself (manager), coach, assistant coaches, trainer, etc.
- Give a brief explanation of the importance and purpose of the meeting.

B. Coaching Overview (10 minutes)

- Have the Coach provide information on the goals and objectives for the season and his credentials and philosophy.

C. Details of Program / Expectations for Players (10-20 minutes)

- With the Coach present specific information on the operation of your hockey program.
- Overview of how coach and player evaluations will be implemented.
- Discuss expectations of the player (and parents)
 - Time commitment
 - Respect for themselves, all players (own team and opposition), referees, officials, parents, etc.
 - Expected conduct – games, practices, locker room, events
 - Discipline
- Let parents participate in deciding rules of parent conduct at games, team functions, etc.

D. Budget (15 minutes)

- Outline of expected costs
- Initiate fundraising discussions – will there be a fundraiser, or will each family make a contribution?.
- Extra activities – social events, photos, extra tournaments, how much extra ice time must be booked?

E. Team Apparel (5 minutes)

- Discuss dress code for games
- Discuss possible purchase of team apparel

F. Expectations of the Parents / Volunteers (20 minutes)

- Organize a parent's committee to coordinate roles and responsibilities – volunteer roles are essential and each family should participate in a role.

G. Questions (5 minutes)

- Allow additional questions, parent concerns, etc.
- Distribute materials and any forms that need parent's attention.
- Set up time for next meeting. Date: _____

Volunteers / Delegation

The most important thing the Team Manager can do is delegate – it is almost impossible for a Team Manager to do everything without help. Not only will the Team Manager's stress levels decrease, but having parents take a hand's on approach with their child's team will increase communication among the parents. A strong parent base will make for a strong team.

Most parents will be prepared to volunteer in some capacity; a good rule of thumb is that each family should take on at least one role. Training for some positions may also be required. The Team Manager should set up training sessions at the beginning of the season for the various positions – such as running the clock, scorekeeping or operating the concession at games. The training could take place during a team practice to avoid the need for additional time at the rink.

Once committees and areas of responsibility have been determined, the Team Manager should circulate a schedule and a parents' contact / responsibility list to all parents. This could help resolve disputes later in the season, and helps direct information and ideas to the proper party.

If possible, it is a good idea to put someone new to a position with a veteran when creating the volunteer schedule. Further, for game volunteers or shift-work roles, a course of action should be discussed or distributed regarding whom the parent is to contact should they no longer be able to work one of their shifts – e.g. the parent may be responsible for swapping shifts or finding their own replacement. The Team Manager should be prepared on occasion to fill in when someone has to cancel. If people are consistently not fulfilling their roles, the Manager will need to 'step in'.

It is imperative that all parents contribute to volunteering in some way. Part of your child playing a team sport is helping with the responsibilities of the team and not put the onus on a few parents to run the whole team.

Parent Volunteer positions may include:

- Treasurer
- Jerseys
- Games Volunteers (timekeepers, scorekeepers, 50/50 ticket sellers, concession)
- Team Safety Person
- Post-Ice/intermission Snacks
- Tournament Committee / Tournament Finder
- Fundraising Coordinators
- Social / Events Committee (celebrations, photos, etc.)

Team Rules / Safety

The Team Manager and the coaching staff should discuss team rules and safety procedures at the beginning of the year with both the players and the parents (at the first parents' meeting). A copy of the rules should be signed by the coaches and circulated back to the team. The most important thing to remember when dealing with team rules is to be fair, progressive and consistent! Further, the Manager and team needs to keep in mind that when dealing with minor hockey most players have other activities/priorities along with hockey, so conflicts and absences are to be expected. The level of commitment will vary with age, level of the team, etc. When implementing rules, explain the significance of the rule to the team and the consequence for not abiding by it. When enforcing rules, everyone on the team must be treated equally or team unity will break down.

1. Code of Conduct

Having a set code of conduct will ensure consistency when dealing with any team issues that may arise. The Code of Conduct should be discussed as part of the expectations for parents and players during the first parent meeting.

There are codes of conduct in the PMHA guidelines and Policy manual. See website for most up to date policies including

- BC Hockey Social Media Policy
- BC Hockey Locker Room Policy
- Harassment
- Drugs / alcohol

2. Disputes

There may come a time where a Team Manager will have to act as a liaison between the team parents and coaches to resolve disputes. The parent should be comfortable knowing they can bring concerns to the Team Manager for any reason - equal playing time, coaching tactics, harassment, etc. The Team Manager should work with the coach and parents to first try to resolve disputes at the team level. Open communication, consistency, and mediation by the Team Manager are key. If a dispute cannot be resolved at the team level, the Team Manager should contact their Association for the appropriate next step.

3. Rep & U11 Development Fees

U11 Dev fee is \$300 per player and Rep fee from U13 to U18 is \$600 per player. These fees are to cover the additional ice that Dev and Rep teams receive. Fees will be invoiced through TeamSnap and can be made in one payment or in 3 payments - \$250 by October 15, \$175 by Nov 15th and \$175 by December 15th. Players in default of payment may be suspended from Team Activities.

4. Concession

There will be no concessions for the 2021-2022 season.

5. Equipment / Apparel

Game Jerseys. Each team will be issued team uniforms consisting of jerseys and matching socks. PMHA sponsored jerseys are to be worn for league, exhibition and tournament games while representing PMHA. The Team will be responsible for the care of the team jerseys. They will want to ensure that both home and away jerseys are present at all games and that additional markings, such as C's and A's are added to jerseys. Name bars are permitted on all game jerseys. They are to be sewn on by hand- no machines. A volunteer position can be created to delegate this responsibility to a parent who will organize jerseys, collect them after games and wash them between games. PMHA sponsored jerseys and matching socks are to be laundered in cold water and hung to dry. Teams jerseys will be distributed with a jersey bag for transporting the jerseys. No jerseys are to be taken home, with the exception of the Jersey designate.

Other Equipment (pucks, first aid kits, etc.). Each team is distributed a garment bag with team jerseys, socks, practice jerseys, first aid safety bag, pucks, pylons, and coaches white board. The team deposit fee is \$250 which is to be given to the Equipment Manager. This equipment with the exception of socks is to be returned to the equipment director at the end of the season. Any damaged or lost jerseys will be replaced at the cost accrued by the player/parent or via team deposit.

Dress Code. If applicable, the Team Manager should discuss the dress code with players and parents at the beginning of the year. Player's should be dressed in a respectful manner for games. The need for a dress code may vary based on age, competitive level, etc. There are to be no sponsors placed on Team apparel. Team apparel will consist of only the Penticton Minor Hockey logo, and colours black, blue, white and grey. Please see example of team apparel available from Sherwood Trophies at the end of this chapter. No other team apparel is permitted.

6. Safety Program / Speak Out

Hockey Canada has a variety of programs that teams can participate in to encourage a safe and enjoyable experience for all those involved in hockey today. It is important for all team members, not just the Team Manager, to encourage the team to follow guidelines such as those outlined in these programs.

Safety Program. The Hockey Canada Safety Program is a development initiative of Hockey Canada. The emphasis of this program is on injury prevention and safety through risk management and education. It is the goal of this program and the members of the Hockey Canada Safety Program committee that hockey be made as safe and enjoyable as possible. This will be accomplished by providing Safety people with the risk management, safety tools and information to allow them to implement effective injury prevention and risk management programs where

safety is the first priority at all times. This will be accomplished by every team having a qualified Safety Person at every game who will be focused on the safety and well being of the players.

7. Risk Management

Accidents can and do happen anywhere, anytime, to anyone. This is especially true in sports which involve physical contact, like hockey. Whenever physical contact is involved, there is always the potential for serious injuries. When serious injuries occur, they can inflict tremendous hardship on injured parties and their families, often for a lifetime. In addition, serious injuries also involve the threat of lawsuits where people and organizations are sued for negligence.

This is where risk management becomes important. Risk management includes identifying, assessing and eliminating or minimizing risks in an activity, in this case, organized hockey. Risk management requires all participants in organized hockey to play specific roles in order to prevent accidents and injuries before they happen. Insurance is the last component of an effective risk management program, as it provides protection for all participants against the consequences of unavoidable risks.

Risk management consists of four basic steps, performed in a logical sequence:

Step 1: Identify the risks connected with an activity: **Facility Safety Checklist.**

Step 2: Assess the relative significance of all on-ice and off-ice risks.

Step 3: Eliminate or minimize identified risks.

Step 4: Provide protection against unavoidable risks. This can include insurance coverage.

It's important to remember that unless the first three steps are carried out effectively, insurance or other funds which may be set aside, will be inadequate. They will not be able to contain the claims that would arise from a risk exposure that is uncontrolled and unmanaged.

To be prepared in the event of serious injuries, every team must establish an Emergency Action Plan (EAP). The EAP requires the appointment of three individuals to specific roles, which they would assume in the event of a medical emergency. The EAP should be rehearsed throughout the season:

Charge Person

- The most qualified person available with training in emergency control, first aid or the Hockey Canada Safety Program
- Familiarizes themselves with arena emergency equipment
- Takes control of an emergency situation until a medical authority arrives
- Assesses severity of an injury

Call Person

- Makes call for emergency assistance
- Knows location of emergency telephones in every facility
- Knows list of emergency telephone numbers

- Knows best directions to arena
- Knows best route in and out of arena for ambulance crew
- Communicate with the Charge Person and Control Person

Control Person

Controls crowd and other players and keeps them away from Charge Person and injured player

Ensures proper room to work for Charge Person and ambulance crew

Discusses Emergency Action Plan with arena staff, officials, opponents

Ensures that the route for the ambulance crew is clear and available

- Seeks highly trained medical personnel (i.e. MD, Nurse) if requested by Person In Charge

For further information on Risk Management download the 'Safety Requires Teamwork Booklet' from Insurance Program section of the Hockey Canada website (located under minor hockey) at www.hockeycanada.ca.

8. Hockey Canada Insurance Program

Hockey Canada has constructed a National Insurance Program to provide financial resources to help deal with the cost of risks which confront organized hockey. The insurance programs eliminate or minimize the potential financial burden members may face in the event that they are injured or implicated in a civil action arising from their participation in Hockey Canada programs.

Hockey Canada and each of the Branches of which Hockey Canada is comprised is specifically named as an insured, and all sub-associations, leagues and teams which form a part of Hockey Canada. It includes any officer, director, employee, coach, volunteer worker, instructor, referee, or member of a Committee while acting within the scope of his or her duties. It includes members of any teams, leagues, Branch teams, division teams, national teams or international teams provided all are registered with or affiliated with Hockey Canada. It includes any sponsor of any team or Hockey Canada, but only with respect to his, her or their liability as such; and it includes any owner of any insured team.

Note: A volunteer is a non-paid person donating his or her time and who is assigned specific duties and for whom a premium has been paid.

When are you covered?

1. Hockey Canada/Branch sanctioned events (league games, tournaments, practices, training camps, sanctioned fundraisers) when playing member teams only!
2. Transportation directly to and from the arena or venue.
3. Accommodations while billeted or at a hotel during a Hockey Canada/ Branch sanctioned hockey activity.

*Note: it is very important to know when the team is dealing with a non-sanctioned event. Check with Branch for further information.

The Hockey Canada Insurance Program provides the following coverage:

- Comprehensive General Liability
- Accidental Death and Dismemberment
- Major Medical/ Dental Coverage
- Sexual Misconduct Liability Insurance
- Directors and Officers Liability Insurance

For further information on the Hockey Canada Insurance Program download the 'Safety Requires Teamwork Booklet' from Insurance Program section of the Hockey Canada website (located under minor hockey) at www.hockeycanada.ca.

Record Keeping / Distribution

The Team Manager is the keeper of the Team's personal information.

1. Team Registration / Rosters

An official Hockey Canada Roster will be mailed to the Coach from the Administrator once evaluations have been completed. Tournaments may also require this information. Any changes to the official roster may take up to 48 hours and any player/staff not on the HCOTR is not permitted on the ice or bench until the roster is officially amended.

2. Medical Information

Each player / parent should fill out a medical information sheet. While it is important for coaches and staff to review this information and be aware of any medical concerns, it is not likely they will remember every detail about every player. These sheets can provide important information in the case of an emergency, as well as provide contact information for family physicians and emergency contacts when the parents are unavailable. Coaches also need to fill out the medical form. The Medical Information sheets should be kept in the Safety bag.

At the very least, the medical information form should include:

- Player's Health Care Number
- Doctor's name and contact information
- Emergency contact information
- Important medical conditions / allergies

The use of a team injury log provides the Team Manager or Safety Person with medical updates based on injuries that take place throughout the season, after medical forms have already been filled out. The log ensures that the most current information is available should the needs arise, as well, the log may detail how to manage current team injuries (for example, does an injury require taping prior to a game?) and act as a quick reference to injury reports that have been filed throughout the season.

3. Accident and Insurance Reports

In the case of an accident a report must be submitted immediately following the incident or injury to the team's Branch (must be received within 90 days of the date of the accident). The reports are standard and can generally be obtained at the arena, or from the team's Association or Branch. Blank copies of the form should be kept in the Manager's binder. Should an accident occur, it is easier to fill the form out at the time of the accident than it is to track down details afterwards.

Organizing Games

For a game to run smoothly and follow all regulations, the Team Manager must not only monitor what is happening during the game, (such as off-ice conduct), but they must put in time prior to each game to ensure all positions are staffed.

1. Pre Game

Prior to the game the Team Manager must make sure that the coaches have verified the rosters on the tablets to start the game and the scorekeeper has their device ready to start the game. Please ensure that the teams are in the correct dressing rooms and will be on the correct benches. Dressing rooms should be on opposite ends. It makes it very difficult for the score and timekeepers when the teams are not on their correct bench.

2. During the Game

During the game, the Team Manager's main role is supervision. This may include:

- Ensure the concession is open (at Memorial and McLaren)
- Monitor off-ice conduct of players and parents;
- Check that the dressing rooms have remained secure.

3. Post Game

The Team Manager's post game duties include:

- Ensure dressing room has been left in good condition and no items left behind.
- Ensure game report was submitted on tablet (when home team) and return tablet , if borrowed from PMHA.

4. Exhibition Games

All exhibition ice is to be requested through the division director. The Ice Ambassador will provide exhibition game numbers that must be used on the game sheet. Paper games sheets are to be used for exhibition games. Game sheets are to be sent to Sherry Wakelin at BC Hockey after the game. Division Directors will be provided with exhibition ice times for their teams.

5. Scorekeeping

All games with the exception of exhibition games are to be done electronically. Bring your own device scorekeeping is still in effect. Please ensure officials sign the electronic scoresheet at the end of the game and the game is submitted properly.

Applying for Tournaments

Tournaments fill up very quickly at each association. You will be asked to provide all away tournaments to the Ice Ambassador before the first weekend in October when the scheduling meetings take place.

PMHA will “pre-pay” for teams registering for tournament before the team has been formed. Email the PMHA treasurer for cheques. All pre-payments will need to be paid back to PMHA by end of October.

Teams are permitted 3 tournaments per season. Additional tournaments require the approval of Team parents.

Teams travelling outside the OMAHA district will require an ‘Interdistrict & USA Hockey Tournament /Exhibition Game Form’ found under the forms tab and provided at the end of this chapter.

Organizing Travel

Travel should be included in the discussion of extra games / tournaments that takes place during the first parent meeting. The team will need to come to an agreement on what means the team will use to travel and how extra costs, such as hotels, gas and meals will be paid for – whether by parents or through fundraising.

Teams are permitted 3 tournaments per season. Additional tournaments require the approval of Team parents.

Prior to team travel the Team Manager should determine if any of the following issues are applicable to their team.

1. Travel Permits

Teams travelling outside the OMAHA district will require an 'Interdistrict & USA Hockey Tournament /Exhibition Game Form' found under the forms tab and provided at the end of this chapter.

2. Accommodation / Meals

If the team is traveling to a destination that will require an overnight stay, or meals, the Team Manager will need to book space in advance so that hotels and restaurants will be prepared to accommodate a large group. The Team Manager will also want to familiarize him or herself with any players' allergies and notify the kitchen if a team meal is prepared.

3. Costs

All Rep and Recreation teams must provide accommodation, transportation, and meals for up to two coaches that do not have children on their team. This may include supplying two motel rooms in case coaching staff are of opposite gender and meals for the duration of the away game or games. Carpooling is recommended for non-parent coaches. All non-parent Coaches must make arrangement for meal allowances with the Treasurer of their team. Meals may include up to \$10 for breakfast, \$20 for lunch and \$25 for dinner. Fuel receipts must be handed into the team treasurer for reimbursement upon return.

4. Driving Conditions

As per Drive BC Website, BC Hockey & OMAHA advised that teams not able to attend out of town game(s) due to driving conditions, are subject to 50/50 ice costs per team. Home association to cover referee fees. Weather statement must have been issued within 24hrs of game time.

Team Finances

The Team Manager is also responsible for the team's finances; however, it is a good idea to appoint a Team Treasurer so that one individual is able to focus on this important area. The Team Treasurer is responsible for collecting, banking and distribution of all funds. It is important to identify a qualified Treasurer as the need for proper budgeting and accurate and timely reports is essential.

1. Budgeting

Budgeting issues should be discussed with the parents at the beginning of the season to ensure that team expectations are reasonable. Determine what expenses cannot be avoided, what additional activities the team would like to participate in and their additional cost to the team and then, how the necessary funds will be raised and distributed. It is important to discuss up front what the expectation for expenses will be and how much the team fee will be.

Team parents will also pay team fees; it is the responsibility of the Manager to inform parents of these fees, as well as collect them. At the beginning of the season there should be a clear outline of:

- How much the fees are
- What will be covered and will not be covered by the fees
- Payment options
- Deadline for paying the fees and consequences for late payments
- Who to pay the fees to, and what team name to make cheques out to.

It is the responsibility of the team to collect all team fees owed by players. PMHA will NOT assist in the collection of 'Team Fees'. Team fees are used to pay for team clothing, tournaments the team attends, team functions/events, etc.

Team Account

Every team is required to open a bank account in the name of their team. Be sure all statements are mail or viewable online. If your bank requires a permission letter from PMHA to open a new account, email the Administrator your signors and which financial institution and you will receive a permission letter for your team. The team account should be designated by sponsor name and team. eg- Wildstone U18 T2 Jr. Veas

When working with a team account it is especially important to implement numerous checks and balances to ensure that the funds are managed based on the team's agreed upon budget, and to ensure that funds are in no way misappropriated.

- Ensure that the account requires two signatures. Generally, the signature of the Treasurer and a parent. The two individuals (and any others that have signing authority) should not have a personal relationship or connection outside of the team. This separation of duties means that no single person is responsible for a transaction from start to finish.
- The Team Manager and the parents should receive a copy of the account's up to date accounts on Nov 1, Feb 1 and final statement of account closing by May 15th. Copy of final financial statements are to be reported to PMHA Administrator as well. Receipts and bank Statements should be provided with these updates. Parents are to be provided with financial statement upon request and they have the right to ask financial questions at any time as it is their money in the account. Any monies left in the account as of May 15th is to be submitted to the PMHA Hardship fund.
- Any unforeseen payments that arise should be discussed with the parents before any transaction takes place.
- Parents are to be reimbursed from team funds, no more than the team fees they have paid. Rep fees are not refundable through team monies.
- All teams are subject to a Team Equipment Deposit of \$250 due no later than October 15th. U5 is \$150. PMHA has the authority to deduct funds from the Team Equipment Deposit due to lost or damaged equipment, scoresheet fines, or game change fines that are outstanding. Be sure to keep the team account open until you have received the team refund cheque. Refund cheques are made out to the team account, regardless of who paid the deposit, and must be deposited to the team account.
- The team is responsible for purchasing year end player awards, updating existing trophies, and player names on banners. Trophies are available for the highest tier team in each division and are on display at Memorial Arena.
- Ensure receipts are obtained or a copy provided for all transactions that take place.
- When writing a cheque, the description line should always be filled out; and, if one is available, write the invoice number on the cheque. When selecting an account type, the team may want to select an account that will return used cheques with the monthly statements so that these notes are available for justification.

Team Activities

The off-ice activities of the team can have a great impact on how a season unfolds. Some activities may be decided upon from the very start, such as fundraisers and tournaments. Others may be more impromptu, such as team dinner or activity.

All fundraising and any off-ice activity require notification and authorization of the Administrator at least 10 days prior to the event. This allows for the time required to receive sanctioning from BC Hockey and extend insurance coverage for the event.

Insurance certificates take a minimum of 7 days.

1. Fundraisers

Almost every team will have to raise funds throughout the season. As a team, it is important to discuss what set costs and what extra costs the team will face throughout the year (from tournament fees to a year-end party). The Team Manager needs to ensure the team's goals are reasonable and that the team has the ability and dedication to perform the chosen fundraising initiative. The team should determine up front whether the fundraiser is a team event or on a per player basis and whether minimum participation levels are required/expected, etc. All families are expected to participate in fundraising activities to the best of their ability.

Some fundraising suggestions:

- Dinner or pub night
- BBQ
- 50/50 at Vees Games
- Bottle drive
- Popcorn sales
- Parking at SOEC

With certain fundraising activities it is important to build community support for future years; therefore it is important not to step on the toes of any other groups or to pressure anyone into donating funds. Please do not approach any of the PMHA sponsors as they have already donated to the Association.

Teams wishing to do a raffle must first obtain a Provincial Class B permit and submit for BCAHA Event Sanctioning Online Requests using the BCAHA website. The person signing/submitting the form takes full responsibility for following the rules of the license.

The use of PMHA Letterhead for fundraising is not permitted, with the exception of the tournament fundraising letter.

2. Photos

Team photos are included in registration. The dates for photos will be given with as much notice as possible.

Send us your team photos! Did you win a game, have fun at a team building activity, participate in a fundraiser?

Send us your photos and we'll post on the website or Facebook so everyone can see how much fun you are having.

3. PMHA Good Deeds Cup

Any team that throughout the year, has participated in a good deed such as raising funds for charity, helping the community or a charitable group can submit their photos and summary of their good deed. A committee will decide on the winner of the PMHA Good Deed Cup Challenge and award the winning team with a pizza party up to \$200 and their team name on the PMHA Good Deed Cup Trophy for the current season.

4. Celebrations

Team celebrations, planned or impromptu, are a great way to increase team spirit. The Team Manager's role is to ensure that all team members are included in the event and that the team continues to act in a respectful and sportsman-like manner, whilst they are representing the team in public. As well, if team funds have been committed to the event, the Team Manager or Treasurer will need to make any necessary payments. Other off-ice events for team building include Holiday parties, pizza parties, movies, bowling, gym training, swimming, etc.

5. Year End Wrap-Up Party.

A year end wrap-up party is a great way to thank all the parent volunteers and coaching staff for their dedication and assistance throughout the year. The team may want to consider creating or purchasing a thank you card / gift for those volunteers that went above and beyond to help the team. Team trophies are available for use at the top Tier levels of U18, U15, 13 and Female U18 only. Should the head coach choose to use these awards for the team, it is the responsibility of the team to pay for the updated shields. These trophies must be returned to the display case after each presentation. Please contact the Administrator for assistance.

6. Outdoor Rinks.

PMHA does not sanction any outdoor ice activities other than Keremeos or Apex purchased by PMHA.

Emergency Contacts

Memorial Arena shift phone - 250-487-9665
Memorial Arena Supervisor - 250-809-4298
SOEC shift phone - 250-809-5937
SOEC Supervisor - 250-809-5983
McLaren Arena Office - 250-490-0622
McLaren Arena Dispatch - 250-490-2305
RIC Admin (Dano) - 250-488-0731
RIC (Scott Austin) - 250-328-9234

Please see website → contacts-> Executive for Division Director contact information.

PMHA Administrator and Ice Ambassador (Darla Roy) 250-274-9590
Or 250-488-3769