

# ***AMHA MANUAL***



**FOR COACHES, MANAGERS & TREASURERS**

Revised August 2022

Abbotsford Minor Hockey Association would like to welcome you to your role as Head Coach, Team Manager, and/or Treasurer. These roles are critical members of any hockey team and we want to thank you in advance for donating your valuable time to serve your team in this capacity. You play an integral part in organizing the team and helping to ensure that the players have an enjoyable season

This manual is designed to assist Team Managers, Treasurers and Coaches in the execution of their duties. This manual may not contain the answers to all of your questions, however, along with AMHA Policies, it will provide a foundation. Policies that should be reviewed in conjunction with this manual:

**POLICIES**

- Policy 2 - General Operating Procedures
- Policy 3 - Communication Policies
- Policy 5 - Team Operation Guidelines
- Policy 5 - Addendum - Team Parent Meeting, Rules, Budget Policy
- Policy 15 - Codes of Conduct

## **INTRODUCTION**

This manual has been prepared in order to provide you with important information and to answer some of your questions. It is our hope this will aid and help guide your season. In no way is this manual meant to cover all of the information that you as a Coach or Manager will need. The AMHA Policies found on the website (<https://www.abbotsfordminorhockey.ca/amha/policies/>) should be your first point of consultation. This manual is intended to support and augment them.

## **THE STRUCTURE OF MINOR HOCKEY**

The Abbotsford Minor Hockey Association (AMHA) has approximately 750 participants. The AMHA is a member of the Pacific Coast Amateur Hockey Association (PCAHA) and through it, BC Hockey and Hockey Canada. These governing bodies provide the regulatory framework in which minor hockey is played.

The AMHA develops policies in order to manage the Association in accordance with the guidelines and rules established by our governing bodies and the Societies Act. The purpose of this is to ensure that all players registered with the AMHA are treated as fairly as possible and are provided with the same opportunities.

The AMHA is governed by the AMHA Board of Directors. The Board of Directors is elected by the Association membership at the AMHA Annual General Meeting. The AMHA Board of Directors is responsible for the management of the AMHA. The following is a list of the elected members:

President  
1st Vice-President  
2nd Vice-President  
Treasurer/Secretary  
Directors  
Past President

The duties of the AMHA Board of Directors are assigned annually by the President.

In addition to the elected members, there are several appointed positions. AMHA members are appointed to these positions by the AMHA Executive and perform specific duties. These positions include:

Coach Coordinator  
Referee-in-Chief  
Division Coordinators  
Equipment Manager

In addition to the appointed positions and elected board members, AMHA also has a paid Administrator/Registrar position, as well as a Sponsorship Coordinator.

## **CONTACT FOR CURRENT AMHA EXECUTIVE, APPOINTED POSITIONS AND STAFF**

Please refer to the AMHA Website for current contacts in all positions.

[AMHA Contacts](#)

## **TEAM COMMUNICATIONS**

- Please refer to AMHA Policy 3 for detailed information about communication Policy.
- As the Team Manager, you are responsible for team communications. This involves communications about schedules, practices, changes of times, fundraising, social events etc. The majority of team communication is managed through Teamsnap. It is essential that the team manager ensure that all contact information for players is current within Teamsnap.
- All Team Managers will be given “Manager” level access to their team’s Teamsnap Account. This will enable them to:
  - View/Update player and parent information
  - Oversee participant availability for scheduled games, practices and other events
  - Communicate via email/chat
  - Share files and photos

It is expected that the Teamsnap accounts are to be used for AMHA related matters only. These accounts are monitored by AMHA and account privileges could be revoked if not used accordingly.

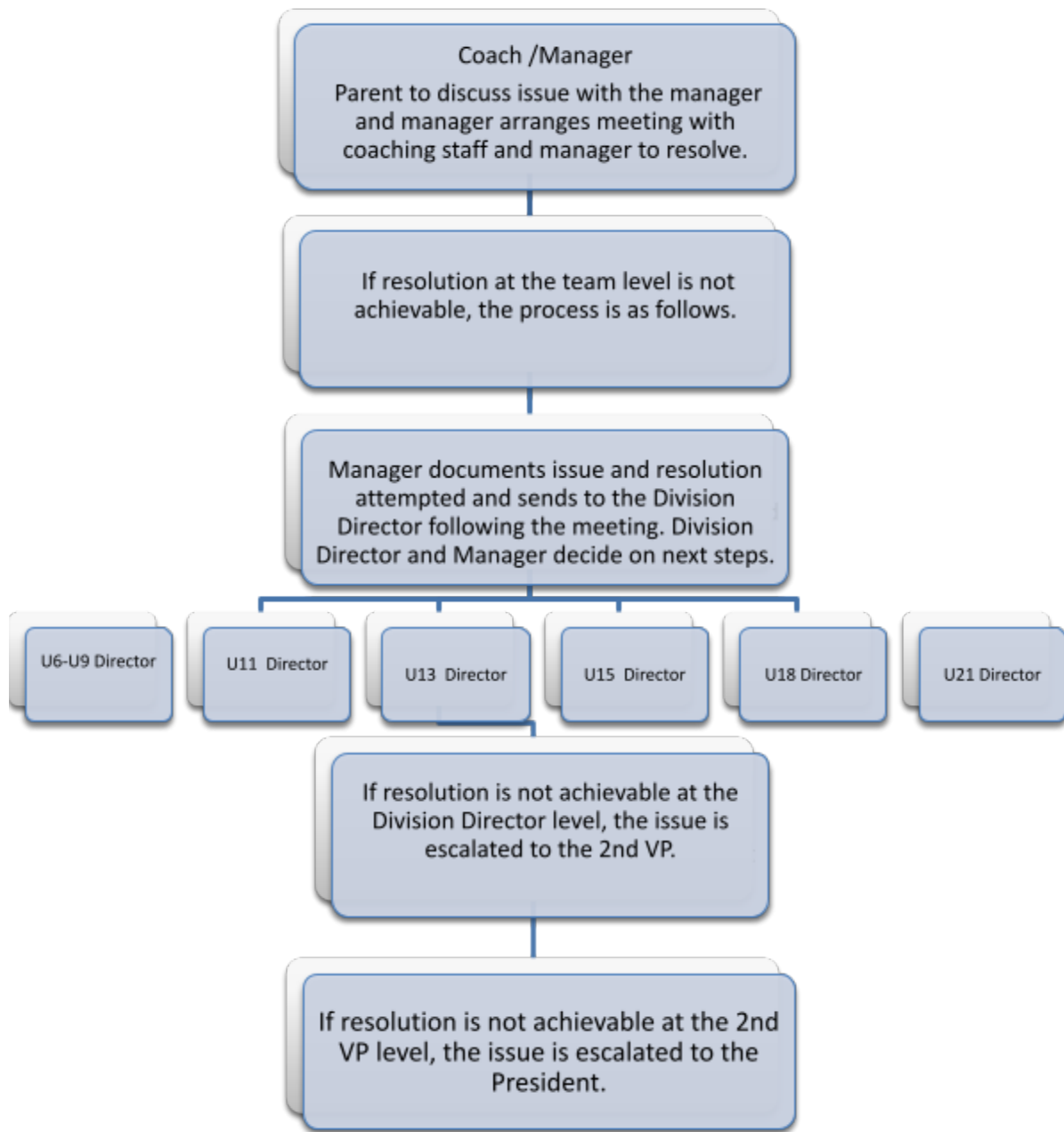
## **DISPUTE RESOLUTION**

The purpose of this guideline is to provide a positive and productive forum for parents/guardians to express a grievance. AMHA Policy 13 Dispute Resolution should be consulted for a thorough procedure to follow for both formal and informal dispute resolution protocols.

Individuals wishing to meet with a coach to discuss a grievance must follow the below guidelines.

1. AMHA strictly enforces a 24 hour “cooling off” period. Individuals in violation of this may be brought before the Disciplinary Committee and may face suspension or expulsion from AMHA.
2. Parents/guardians will not approach team officials immediately after an issue to air a grievance. To prevent further escalation and poor communication, parents and team officials must observe a 24 hour “cooling off” period.
3. Contact the team manager to arrange a meeting to discuss your grievance.
4. If satisfactory resolution of the grievance is not reached at this level, it is to be referred to the Divisional Director.

**AMHA COMPLAINT PROCEDURE CHART**



## **TEAM VOLUNTEERS**

In order to help you do your job effectively, you and the Head Coach will need to recruit volunteers. A team only runs smoothly with the help of many volunteers. Below is a list of volunteers that you will need for your team:

- **HCSP** - this is a rostered position. Each team should have 2 certified HCSP on their team. It is highly recommended that the Head Coach not be designated as one of these positions as they need to focus on their on-ice duties. HCSP responsibilities include: keeping EPact updated (online medical information) for each player, being responsible for the team first aid kit, checking players equipment to ensure meeting requirements, managing all injuries. Every team must have at least one qualified safety person in place by November 30th or punitive actions will be taken by PCAHA. In order to be certified the volunteer must have: current HCSP course, CATT certification, Criminal Record Check and Respect in Sport (for Activity Leaders). See next section for information on these courses. This volunteer must be board approved - you will need to send their name to your Division Director for approval.
- **Assistant Coaches** - these are rostered positions that your Head Coach will decide on. Even though Head Coaches choose their assistants, the AC's still need to complete all required certifications. Coaching certifications vary for every division - please see the PCAHA rule book or the AMHA Director of Coaches to help you understand which coaching level is required for your division. In addition to the coaching certification, assistant coaches also require CATT certification, Criminal Record Check and Respect in Sport (for Activity Leaders). See the next section for information on these courses. If an assistant coach has all certifications except for the current coach course they can still begin coaching and register to take the appropriate courses. The coaching clinics must be completed prior to December 1st or the individual will be taken off the roster and your team may be deemed ineligible for the remainder of the season. These volunteers must be board approved - you will need to send their names to your Division Director for approval.
- **Tournament Committee Volunteers** - each team must supply a minimum of 2 parent volunteers to sit on and help organize the tournament for your division. These 2 parents will need to be identified at the start of the season and their names provided to the AMHA Tournament Director.

General committee duties include but are not limited to the following -

- Compiling donations for raffle baskets
- Scheduling and overseeing all volunteer positions for tournament
- Overseeing set up and take down of tournament
- Ref money / MVP medal and swag distribution
- Trophy presentations at finals
- Scout room for Dallas Saunders and Midget Memorial Tournaments
- Hosting our visiting teams!!

- **Treasurer** - this position is not required however some Managers choose to have a separate Treasurer to handle the financial portion of the role. The Treasurer must not be part of the same family as the Head Coach or the Manager - it must be a completely separate parent volunteer if you are going this route. The Treasurer (or Manager if you decide to do it on your own) is responsible for the team finances. They are responsible for collecting, banking and distributing all team funds. In addition they are responsible for budgeting, tracking of income and expenses as well as providing accurate and timely financial reports. Please note that it is not mandatory to have a team treasurer. Generally in REC and U6-U9 the Team Manager handles this role. For REP teams and higher divisions who have larger, more sophisticated team budgets a Treasurer may alleviate some responsibilities from an already busy Manager role. This volunteer must be board approved - you will need to send their name to your Division Director for approval.  
**\*\* Please note that paid coaches cannot have signing authority on the account as they are not members of AMHA \*\***
- **Fundraising Volunteer** - this is an optional volunteer role that Managers can choose to appoint. This person would help coordinate team fundraising (if desired) and be the team liaison for any association fundraising that is required.
- **Timeclock** - this is usually a rotation of parents who are willing to do this. This volunteer would run the timeclock during all Home Games. No certifications are required. Please see the PCAHA rule book for the period lengths for each division.
- **Scorekeeper** - this is also usually a rotation of parents who are willing to do this. This volunteer would update scores and penalties into the online game sheet in Hisport. (See section on Hisports for more information on this). No certifications are required for this position.
- **Music Person** - this is another role that generally rotates between parents and older siblings. This person is responsible for playing music during the Home games. No certifications are required for this position. Volunteers will need to bring their own cables as the facilities do not provide them. Below is a list of cables that are required for each arena:
  - MSA - Lightning Cable
  - ARC - AC Cord
  - MRC - No cables required. Audio runs off Bluetooth.
  - Summit Centre - No cables required. Audio runs off Bluetooth

## **TEAM SAFETY**

Safety of all players is the first priority at all times.

### **Equipment**

- All players are required to wear equipment as required by Hockey Canada rules. Injured players are not permitted on the bench unless they are in FULL gear (including skates).

### **Stop Signs**

- Stop Signs are required on the back of every game jersey. They are provided on each jersey and may not be moved or covered. The “Stop Signs” are intended to reduce injuries to players due to contact from behind. In order to enhance the effectiveness of these signs, name bars may not be sewn onto team jerseys unless authorized by the AMHA Executive.

### **First Aid Kit**

- The team First Aid Kit is supplied by AMHA. The team HCSP should routinely check the First Aid Kit and replenish items used or missing.
- It is the responsibility of each team to maintain their first aid kit.

### **EPact**

- AMHA uses an online network to gather and store player’s confidential medical information called EPact. This allows the team HCSP to connect to player’s families through a highly secure, online network in the case of emergency. EPact replaces our hard copy medical forms we used in the past.
- At the start of each season all players will be sent an invite to rejoin EPact and update their medical information before the start of the season. For more information about EPact please speak with your team HCSP.
- The team HCSP must ensure that the coaches are aware of any player's medical conditions.

### **What to do if there is an injury**

- a) The HCSP on your team should take charge in the event that a player is injured.
- b) There must be at least 2 adults with a player in the dressing room at all times, never leave an injured player alone;
- c) If a player is injured and their parents are not at the game, contact them immediately;
- d) Injured players cannot be given any medication, including aspirin, Tylenol etc., except by their parents, guardian or a doctor;
- e) Inform every injured player of the need to complete the Injury report form and where to locate it on the AMHA website (Resources, other resources) - [http://members.hockeycanada.ca/downloads/insurance/English%20Injury%20Reports/InjuryReport\\_BC.pdf](http://members.hockeycanada.ca/downloads/insurance/English%20Injury%20Reports/InjuryReport_BC.pdf)
- f) A copy of the Injury Report Form must be forwarded to the Risk Director within seven (7) days. The completed form will be mailed in as per the instruction on the forms as soon as possible by the Risk Director. This is to ensure that our insurance is valid in case it is needed in the future. Claims must be received by the insurer within 90 days of the injury in order to be accepted. It is



the Team Manager's responsibility to ensure that the forms are complete and forwarded to the Risk Director.

- g) Insurance coverage assists player's families that do not have extended health care benefits. PCAHA supplemental Insurance coverage includes catastrophic injury insurance and limited US travel.

### **TEAM FINANCIAL INFORMATION**

- Refer to Policy 5 section 3 for Policy based procedures [Policy 5](#)
- Refer to Team Treasurer Manual [Team Treasurer Manual](#)

### **TEAM BUDGETS**

As stated above, Policy 5 contains all AMHA policies on putting together a budget. See also addendum to Policy 5 for sample budgets. Budgets will be different for REP, REC and U6-U9 teams. [Addendum to Policy 5 Budget policy](#)

Items that need to be part of a team budget are as follows:

- Carding Fees (for REP only)
- Any sponsorship revenue
- Any potential fundraising revenue
- Jersey deposits (not required for U6-U9)
- Player/goalie development costs (for REP only)
- Dryland costs (if applicable) - not required for U6-U9
- Tournament costs
- Team Apparel
- Team functions/parties expenses
- First Aid Kit supplies
- Cheque fees

### **REP TEAM CARDING & ROSTERS**

#### **Carding fees:**

- All Rep divisions U11 through to U18 are required to pay a carding fee. This fee is to cover the cost of the extra ice that rep receives as well as the extra referee money for games. The amount is per player and managers will be informed of the amount each season.

#### **Team Rosters**

- All team rosters are to be submitted to the Registrar (including team officials. Potential changes can be made up to the freeze date but must be communicated to the Registrar immediately. Details for roster deadlines will be sent directly to team managers by the Registrar.

## **JERSEYS**

- AMHA Supplies all Game Jerseys and Socks. For U11 and higher, teams will always wear the RED jersey for home games unless there is a conflict with the opposing team. U6-U9 will receive only 1 set of jerseys.
- The colors of AMHA are red, white and black, in the Chicago Blackhawks scheme. For U11 and higher, jerseys supplied by AMHA will be supplied in this color scheme and will prominently display the AMHA logo on the front. For U6-U9, teams will receive TimBits jerseys supplied by Tim Hortons in various colors.
- Name bars are not permitted on AMHA jerseys without consent of the AMHA Board of Directors. Teams need to apply for this approval in writing through their Division Director. Approved name bars will be sewn on and removed from the jerseys by an approved local supplier at the team cost. Under NO CIRCUMSTANCES is the Stop Sign to be moved.
- To ensure that the jerseys are maintained properly, they should not be given to the players to keep between ice times. Ideally, a team parent will be assigned to wash and maintain all of the team jerseys. Washing of jerseys must be done with care, avoiding high heat, particularly when drying. Excessive heat will permanently shrink all or parts of the jerseys, rendering them unuseable to the team.
- Only Midget teams may apply to the Board for a third jersey.

## **GAME OFFICIALS**

### **Payment of Referees**

Referee payments will be made in full at the beginning of the year to each team. The amount will be e-transferred once the account is set up.( i.e. AMHA U13 C4). The Team Manager is responsible for the referee payment.

If it is a home game, the Team Manager will ensure that:

- Referees will be paid by the scorekeeper at the end of the game when they are signing off on Hi-Sports. Please ensure that they are given exact change, and paid cash.
- Referee forms must be filled by the refs each game, this form becomes part of your financial package that is sent in at the end of the year. A ref form is found on AMHA Website, Resources tab. <https://www.abbotsfordminorhockey.ca/amha-referee-sign-in-sheet/>
- The Association pays for all league and playoff games as well as two (rep) and one (rec) exhibition games. Until these funds are received, a team official may be required to front this money. A record of all referee payments must be kept on the appropriate AMHA tracking form. This form will be a back up to the financial statement submitted at season end.
- “NO SHOW” REPORTING Should fewer than the required number of on-ice officials be in attendance at any game, the Home Team Manager and the senior on-ice official present are responsible for reporting the “No Show” within 24 hours of the game. “No Shows” are to be reported using the on-line report form on the PCAHA web site. Please go to [Reporting a Referee "No Show"](#) and follow the links. Do not pay out any more than the specified amount for the number of officials in attendance. (Refer to the PCAHA handbook for rates).

- Please provide the following information about the game.
- Information Example: Game Number ML1907 / Game Date Sunday, Nov. 11, 2020 / Game Time 21:00 / Arena MSA / #'s and Names of Officials Present 10022 and 3901.
- It is important that all “No Shows” are reported.
- In the event that referees were booked for a game and do not show, the game must still be played. . Refer to the PCAHA handbook for this procedure.
- To arrange exhibition games please see the following section on “Exhibition games and Away Tournaments.

## **HI-SPORTS**

- Hi-sports is an electronic game sheet system that was launched within PCAHA in 2018. Please see the memo below for information.  
[PCAHA Memo re: electronic game sheets](#)
- If you are new to hi-sports, please access the link on the website for tutorials, FAQs and manager information.  
[hi-sports on AMHA website](#)

## **PENALTIES / SUSPENSIONS**

- The Team Manager must track all penalty records. If there is an incident involving a major penalty or misconduct during the game the referee will write a report.
- It is the Team Manager’s responsibility to ensure that all suspensions are served immediately. Failure to do so could result in a player or team official receiving an additional suspension. As the manager, you need to convey the infraction to the head coach.
- If you are unsure of the penalty and need clarification, please contact your League Manager before the next game.
- It is the responsibility of the Team Head Coach and Team Manager to ensure suspended players do not play in games.
- It is recommended that the Team Manager verify the team roster in Hi-Sports not the Head Coach. A player is considered to have played in a game if his name appears on a game sheet, regardless if he or she was on the ice or bench. So please make sure that only the players playing in each game are listed on the Hisports game roster.

## **MANAGING THE GAME**

- The home team provides the scorekeeper, timekeeper, and manages Hi-sports.
- For U6-9, the score is not posted and not recorded in Hisports. The clock is used with the two-minute buzzer.
- Referees are paid by the home team before the game (refer to the section on game officials for details). Have the exact change for each official. (see PCAHA rulebook for rates). Please ensure you knock on the referee door and wait for the officials to answer before you enter the referee

room. Only the team Manager or Treasurer should be entering the room to pay the referees. Under no circumstances should any parent enter the referees game any time (this includes after the game).

- All referee payments must be tracked on the referee sign in sheets (found on AMHA website). The referees will need to sign this sheet and the sheet will need to be handed in to the AMHA Treasurer at the end of the season in order to close out your account.
- Games are three periods. (see PCAHA rulebook for times)
- If the game officials are not at the rink 15 minutes before the game starts, call the referee assignor and confirm that the officials were booked. If you cannot contact anyone and the officials still have not appeared, the game may still be played provided that the two coaches can agree on an alternate referee (coach, older sibling...). A player from each team may be appointed to be the linesmen - see guidelines in the PCAHA handbook.
- For U6-U9 and REC teams, ice schedules will be provided to you by your Division Coordinators. All communication about ice times and games should go through them.
- For REP teams, you will receive an ice link from the AMHA ice allocator with your practice and game slots. It will be your responsibility to manage your ice and check Hisports for your games.
- League games can only be rescheduled if there is a conflict on the original schedule and for tournaments.
- Games cannot be rescheduled for convenience reasons such as, too many players or the coach is away. Games cannot be forfeited. If your team is short players, players from a lower division are permitted to play subject to PCAHA rules and the AMHA policy on the Use of Affiliated Players. Contact your Division Director or Coordinator.
- Game numbers will be automatically assigned by PCAHA for all league games.
- For all exhibition games, game numbers must be obtained in advance. For U11 and above, the Team Manager will e-mail the appropriate PCAHA League Manager with the following information:
  - Date of Game
  - Start and End Time of Game
  - Location of Game (Rink Name)
  - Home Team
  - Away Team

With this information, the League Manager will assign a game number and upload the game into HiSports.

For U6-U9, please send the exhibition game information to your Division Director and they will assist you with the game scheduling.

## **Hi-Sports**

<https://hisports.app/>

Once the team rosters are set, the Manager and Head Coach should be automatically linked to the team in HiSports.

These team officials should register for a HiSports account (requires personal email address and Hockey Canada ID). When logged in, the team's HCR ID, schedule, game numbers, scores, and the contact information of the other teams in your group/flight will be available. Please ensure the contact information for your team officials (email and phone number) is accurate.

HiSports will be used for all scorekeeping in games and tournaments. The scorekeeper will need the Team HCR number (in HiSports, under "My Account" à "Teams") and the game number (in HiSports or on the schedule at <https://games.pcaha.ca/>)

For additional information on HiSports, please visit: <https://help.hisports.app/hc/en-us>

## **CONDUCT AT THE ARENA**

- The Team Manager and other parents are responsible for the behaviour of the fans – this may include one of your team's parents, or grandparents. If one of the fans is behaving inappropriately, you may wish to engage them in conversation or redirect their behaviour in another way. It is possible that they do not understand the On-Ice Officials' call in which case some explanations/education may be in order. If the problem persists, discuss the problem with the Coach and/or Division Director.
- Sometimes it is a parent on the opposing team that is demonstrating inappropriate behaviour. It is generally a good idea to try and introduce yourself to the Manager of the opposing team, and then you can dialogue with them further if you need to enlist their help in talking to someone who is harassing an On-Ice Official, the coach or players.

## **GAME CONFLICTS AND HOW TO REBOOK A GAME**

### **For U6-U9 and Rec Teams**

- Coordinator will identify conflicts and arrange to have the game rescheduled and advise the League Manager.

### **For Rep Teams**

- It is the Team Manager's responsibility to resolve these conflict games. When you receive your team's schedule, there may be game conflicts such as two games on the same day or a home and away game on the same night. If this happens it is up to the Home team or team designated by the League Manager to reschedule their game.
- Reschedule conflicts as soon as you receive the schedule. If you wait, it becomes very difficult as there are typically few options remaining. The league provides an extra week after tiering games and an extra week after regular season league games for make-up and conflict games. If your

team is the visiting team and the home team does not call you within a week of the schedule being issued, call them.

Follow these steps to reschedule:

- a) If you have weekday (after 6pm) or weekend practice ice (see PCAHA rulebook Section G), you may be able to use your practice ice to resolve a game conflict.
- b) If you do not have a suitable practice ice, call the Ice Coordinator to check the options for rescheduling your game. This typically means trading your conflicting home ice time for some other time.
- c) After the Ice Coordinator gives you some options, call/email the Manager of the visiting team and offer the alternative(s) that are available.
- d) When a rescheduled time is agreed on, confirm the change with the League Manager for your division as well as the referee assignor
- e) If you have offered three options to the visiting team and they have not accepted one of the times, contact the League Manager and advise them of the situation. The onus may then be put on the visiting team to provide a game slot.
- f) Request officials through Hi Sport a minimum of 72 hours before the rescheduled game.

In most circumstances the Home team is responsible for rescheduling a conflict; however, the League Manager who makes up the schedule may occasionally designate the Visitor as the team that must resolve the conflict. This is sometimes done to equalize the rescheduling burden. The League Managers generally use an asterisk or some other mark to note which team has to reschedule: check these and do not automatically assume that if you are the Home team the conflict is your problem or vice versa.

## **EXHIBITION GAMES AND AWAY TOURNAMENTS**

- If your team wishes to book an Exhibition Game, the game can be booked on the team's regular game time or a practice time as long as there is not a league game scheduled. League games include tiering, regular season and playoff games.
- Once you have secured a suitable ice time, you can contact the other Team Manager to line up the game. Team coaches or contacts can be found by contacting the division League Manager, looking in the PCAHA website for Association Member websites, or checking in HiSports.. Several associations' list contact phone numbers.
- The Team Manager is responsible for getting the game numbers for Exhibition Games and Tournament Permission Numbers for home and away tournaments. These are available from your League Manager. Contact your Division Coordinator or Director to obtain this on your behalf.
- Before participating in any tournament, a team must obtain a Tournament Permission number. The Team Manager will e-mail the appropriate PCAHA League Manager with the following information:
  - Tournament Name
  - Hosting Association Name
  - Dates of Tournament
  - Location of Tournament
  - Tournament Sanction
- Teams are responsible for tournament research/application, registration, payment, and

obtaining/submitting the required information for each tournament entered. \*\*There are limits to the number of tournaments you are allowed to participate in. Please ensure that you read the PCAHA rule book to identify what that allowable number is for your division.

- In addition to a Tournament Permission number, AMHA teams are required to obtain written permission from AMHA to attend tournaments outside of PCAHA.
- If you are hosting an exhibition game, please remember to request referees.

## **TOURNAMENTS**

- For all tournament information, please refer to AMHA Tournament Policy 10 - <https://www.abbotsfordminorhockey.ca/wp-content/uploads/sites/1304/2018/07/Policy.10.Tournaments.pdf>

## **TRAVEL**

- If your team travels out of town, ask the parents to have another team parent be responsible for their child if they are not traveling with the team. Know who that parent is.
- For out of province travel the new permission form available through BC Hockey must be completed and signed by the Association President.

## **SPECIAL EVENTS SANCTIONING**

Special events sanctions are mandatory for events such as (but not limited to) dryland training, fundraisers, and other activities outside of regular hockey programming. Please refer to Special Event Sanctioning for guidelines and request form.

## **TEAM APPAREL**

Please see the attached link for all information regarding team apparel. Only team apparel that has been approved by AMHA is permitted. <https://www.abbotsfordminorhockey.ca/amha-apparel/>

## **RESOURCES**

**Please refer to the AMHA website under the resource tab for important forms and documents.**

- The PCAHA website: <http://www.pcaha.ca> has team standing bulletins.
- The BC Hockey website: [www.bchockey.net](http://www.bchockey.net) lists provincial events.
- Arena addresses can be found on the PCAHA website <http://www.pcaha.bc.ca/main/arenalocations.html> and MapQuest are recommended for maps.



## TEAM MANAGER CHECKLIST

- Read through Coach/Manager/Treasurer Manual to familiarize yourself with your role
- Work with the Head Coach to find all of your team volunteers
- Prepare a team budget
- Schedule/Hold a team meeting
- Apply for your team bank account
- Register for Hi Sports
- Order Apparel
- Update Teamsnap with schedules, etc.
- Register for Tournaments
- Resolve Game Conflicts
- Apply for Special Events Sanctioning for any team event (On and off ice)
- Submit Year End Team Financials