



**KVMHA Managers Meeting
2022-23**

kvmharegistrar@gmail.com

Contacts

- ▶ Emails for Board Members and Coordinators are listed on the KVMHA website – About us, then Board members or the Contact us tab.
- ▶ Emails no longer have the kvmha.com and are all different
- ▶ There is no longer a KVMHA PO Box. If you need an address please contact the registrar at kvmharegistrar@gmail.com
- ▶ Locked box in lobby of Rothesay Arena is the best way to leave items, this is checked regularly
- ▶ Equipment managers can be reached at randy.gallant@rogers.com – Randy Gallant. Jerseys/equipment are currently stored at QMA. Please give a couple of days notice if you need equipment/jerseys.
- ▶ **When sending emails please send team name and division, player first and last name etc.**
- ▶ Our District Director at HNB is Jodie Driscoll, she approves transfers, tournaments, permits etc. Her email is HNBdistrict5@gmail.com.
- ▶ Registrar....Coordinators will have my cell number and I am pretty responsive by email most of the time. I will give out my cell as needed.

Just plain important.....

- ▶ Always have two adults if you are in the dressing room or alone with a player. Do not put yourself at risk.
- ▶ Managers should not be the spouse of a head coach.
- ▶ Finances are very carefully monitored by parents etc. Make sure you have a budget, communicate it and have receipts etc.
- ▶ Apply for permits early!!
- ▶ Track jerseys and make sure parents know not to glue on name bars and that if jerseys are not received back they owe \$150.
- ▶ Communicate, communicate, communicate
- ▶ Get families to add their own emails to their kids teamsnap account....it will make your life easier.
- ▶ Get to know the HNB website and KVMHA site - tournament listings, certifications, rules and regulations.
- ▶ Coaches are not to go in referee room...if there is a ref issue of any type contact Mike our Head Referee- mikehellingwerf@gmail.com

Kennebecasis Minor Hockey Association
President: Ryan Morrison
Director of Finance: Geoff Cochrane

Refund Policy:

All refund requests must be submitted in writing via email to the Registrar at the following email address:

KVMHA Registrar: kvmharegistrar@gmail.com

Refunds for season:

Refunds for the full season will only be issued if the registrar is notified prior to the start of the season with a formal email to the registrar from the parent or guardian of their child's intent to withdraw from the program.

Refund for ½ of season (i.e. the 2nd half from Jan 1 till the end of the season) will only be accepted in rare occasions if there are unforeseen circumstances and a player can no longer play. Please note both Hockey New Brunswick (HNB) tickets and the Hockey Canada insurance will not be refunded. There will be no refunds issued after Jan 1st of the season.

In the event of cancellation of a season, the Board of KVMHA will meet to discuss partial refunds for the cost of registration minus any costs incurred by KVMHA as listed below (if applicable):

- HNB Fees (rostering, insurance, coach courses, HNB tickets etc)
- Ice time purchased that won't be refund
- Commitment to Officials
- Any other expenses (planned or unplanned)
- Decisions will not be made and communicated until the AGM

Refunds for Try-outs:

Tryout fees are non-refundable unless you didn't attend any try out sessions AND you notified the KVMHA registrar prior to the start of try-outs. Try-out fees are also NOT pro-rated if your child can't attend the full tryout such as being injured, conflicts or if they are accepted to another association like EDZA or Kraken half-way through KVMHA tryouts.

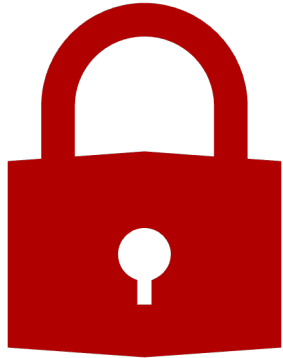
Conditioning camps:

Conditioning camps are non-refundable unless you didn't attend any sessions AND you notified the KVMHA registrar prior to the start of the camp. Camps fees will also not be pro-rated if your child can't the full session for any reason such as illness, injury etc.

All refunds will be processed as quickly as possible.

KVMHA REFUND POLICY

CONFIDENTIALITY



- ▶ Delicate situations
- ▶ Circle of care
- ▶ Only what's necessary to know
- ▶ Password protect
- ▶ Use Bcc
- ▶ Verbal communications

Respect in sport parent

<https://tinyurl.com/d3uupt2m>

Respect in Sport PARENT: Deadline for Respect in Sport parent certification is December 1st of the current season. One parent of a new player born after 2005, must complete a one-time course online called “Respect in Sport Parent”. The cost of this course is \$12.00 plus HST. The course takes approximately one hour to complete.

Already certified and want to add a child?: If a parent has completed this course for an older child already in the system, and now has a new player in hockey, the parent must log back into their existing RIS Parent account, click on “Profile”, then click on “Child Management” and add their child to their profile and click “save”.

If the parent forgot their username or password, they click on the “recover username or reset Password” link on the page to retrieve it.

This link may also help... <https://hnb.ca/en/clinics/respect-in-sport-parent-program>

NOTE: Respect in Sport Leader and Respect in Sport parent are two separate certifications and are not transferable. Both links are clearly defined on the HNB website, under clinics.

Hockey Canada Account (search Hockey Canada Registry 3.0)

- ▶ Everyone requires a Hockey Canada account. It tracks all qualifications, when your criminal record check is due and what association your are linked with.
- ▶ All team staff must be linked to KVMHA. If they are not they need to have a transfer completed. Please email me about this and include name, hockey Canada number and the deets.
- ▶ ALL VOLUNTEERS NEED A HOCKEY CANADA ACCOUNT

How to access your hockey Canada account....

- ▶ 2. Go to the Spordle website by the link below and create your account or sign into your account if you already have one. Search for yourself or your player by name.
- ▶ Once you have an account, you can then search your player(s) and link them to your account. This way both parents etc. can register players.
- ▶ <https://account.spordle.com/login?referrer=https%3A%2F%2Fregister.hockeycanada.ca%2Fhome>

If you have trouble creating your account, please check this link

- ▶ <https://spordle.atlassian.net/wiki/spaces/HCR/pages/2077687853/Creating+Your+Account+Coaches+Parents>

Covid 19 –

- ▶ Practices, games and tournaments are allowed
- ▶ No spectator restrictions
- ▶ No travel restrictions
- ▶ Please don't come if you are sick.

RINKS

- ▶ Games and referees are scheduled for you so no worries there.
- ▶ If you are the home team you are responsible to complete the score sheet and run the clock.
- ▶ Generally its 3 – 12 minute periods of stopped time unless, coaches determine otherwise.
- ▶ If the game is going late refs or the rink attendant will request straight time. Each rink has a different clock and the best way to learn how to do it is to go in the box and try it. You can play music if you have a proper cord as there is not always one in the box. Instructions to use the clocks can be found on our website under files and forms.
- ▶ Game sheets...check out the gamesheet label template on the website, this will save you time and is handy when you need a quick team list to collect money etc. After the game, keep one sheet for your team, the ref will take one copy and then give the other copy to the other teams coach.
- ▶ Please write legibly on the score sheet
- ▶ Take a pic and send a copy of score sheet to snbmhlscores@gmail.com for coed hockey within 24 hours.
- ▶ If you are the away team, it is a good idea to take a pic of the sheet....sometimes home teams forget to send in pics.

ICE ICE BABY

- ▶ Kate Craik is our ice scheduler
- ▶ Her email is kvmhacommunications@gmail.com
- ▶ She is our Association Coordinator when games are cancelled etc.
- ▶ Be nice to her, limit the number of team officials who contact her.
- ▶ She does not have a lot of extra ice to play with. There is never enough ice but we do our best. Teams can fundraise or choose to buy ice on their own but you must have the correct permits completed as well.
- ▶ Teams often like to have parent and older siblings vs kids games. We cannot allow that on KV ice time as parents and older siblings are not insured. If this is done, buy ice and get a special events permit for your players and everyone else is play at their own risk.

Game Rescheduling (check the snbmhl website for details)

- ▶ **SNBMHL Game Rescheduling Process**
- ▶ All requests for games to be rescheduled are to be approved by the SNBMHL VP prior to alternate arrangement being made by either team. This applies only to situations not dependent on weather and or road conditions.
- ▶ All requests must be made through the association coordinator designated to manage reschedules. This is Kate Craik.
- ▶ All teams must forward their exception list to their ice schedulers prior to the league schedule being made. This list should include any confirmed or possible tournaments, and team functions. Requests that are denied will be sent to association coordinator who will notify their coach.
- ▶ Games will not be rescheduled for:
 - ▶ Due to a shortage of team volunteers.
 - ▶ A conflicting practice has previously been arranged.
 - ▶ A team function has been planned.
 - ▶ A conflicting exhibition game has previously been arranged.
 - ▶ That will give us too many games within a close period.
 - ▶ The game means nothing to us.

Procedure for weather

- ▶ Only visiting team can request reschedule, Please allow approximately 4 hours notice
- ▶ 1. Visiting team coach requesting rescheduling of game notifies association coordinator who then notifies VP of SNBMHL with the teams involved, game number and location.
- ▶ 2. Visiting team coach requesting rescheduling of game contacts opposing team coach to cancel game and to start process of having game rescheduled.
- ▶ 3. Once the home team provides a new time and date, the coach of team cancelling then notifies their association coordinator with new time and date.
- ▶ 4. Association coordinator of team that cancelled notifies VP once new date and time have been arranged. Website will then be updated
- ▶ **Kate Craik IS OUR ASSOCIATION COORDINATOR - kvmhacommunications@gmail.com**

Official Rosters

- ▶ These are extremely important.
- ▶ **They are due November 15th and must be totally complete.**
- ▶ **Don't rush it...PLEASE DON'T SUBMIT TILL YOU ARE 100% SURE OF YOUR ROSTER! Including affiliates!**
- ▶ Each roster needs every player and affiliate listed. Jersey numbers are needed. The form must be completed electronically. It must have all people who will be on the bench and the ice, manager, hockey safety person.
- ▶ NOT ON THE ROSTER=NOT ON THE ICE OR IN DRESSING ROOMS
- ▶ PLEASE LIST ONLY ONE HEAD COACH AND 2 ASSISTANT COACHES. REMAINING COACHES SHOULD BE LISTED AS AT LARGE COACHES.
- ▶ We pay for every adult listed on the roster so please only list those that are committed and attend team activities.
- ▶ Please use the name that the team staff member uses for their Hockey Canada account. No nicknames or shortened names – William not Will or Bill. It takes a long time to find people who are not listed correctly.
- ▶ Team staff must be part of KVMHA (not the association they played with as a kid. Teamstaff can check their info by signing into their hockey Canada account and checking.

Rostering your Team to Hockey Canada

- ▶ This year we are trying something new....rosters will be collected on google drive.
- ▶ It is a 2 step process. Step 1 get all your roster info on one sheet. Use this link to do that and then save it.
- ▶ Use this form to record your roster.....
- ▶ <https://docs.google.com/spreadsheets/d/1GHTZ--nSMGd3NNlN8g02-KNQxY-IM33GMHC7U6O-HdY/edit?usp=sharing>

Roster

- ▶ Step 2 - click on the link below which is how you apply to have your roster approved. You will need to upload the form you completed and saved on your computer with the application.
- ▶ <https://docs.google.com/forms/d/e/1FAIpQLSfn8pY0u6nGlvwzTXpxwnaUfQ7wSUDgRfLhtUQQ15dPosu0uw/viewform?usp=sharing>

Once your roster is completed and approved by our District Director it will be official and can use taken to tournaments.

Rosters cannot be approved until all coaches have completed their coach requirements.

Volunteer Requirements -

▶ **Certification Required -**

- ▶ **Deadline for all requirements is December 15th, 2022 – NO EXCEPTIONS. IF YOU ARE ON THE ICE AFTER THE BENCH AFTER THIS DATE AND PLAY A GAME, IT IS FORFEITED.**
- ▶ All coaches, managers, and volunteers require Respect in Sport (online course) or Speak Out!
- ▶ All coaches, managers, and volunteers over the age of 18 require a criminal record check and vulnerable sector check.
- ▶ Each team must have a Hockey Canada Safety Person. This person also needs all crim checks and respect in sport activity leader. The link to the online HCSP course can be accessed at <https://register.hockeycanada.ca/clinics>

All volunteers under the age of 16, as of December 31st, 2021, who are currently registered on a minor hockey or high school hockey team do not require any coach certifications. These volunteers must wear a helmet with full face shield when volunteering with minor hockey teams. KVMHA asks that they take Respect in Sport Activity Leader.

▶ **Required Coaching Courses:**

▶ **U7 and U9: (Head Coach and Assistant Coaches)**

▶ HU- Online Coach 1/2

▶ Coach Level 1

▶ **U11, U13, U15, U18 (C, B, A, AA): (Head Coach and Assistant Coaches)**

▶ HU-Online Coach 1/2

▶ Coach Level 2

GREAT NEWS.....

- ▶ Every coach or volunteer has a hockey Canada account and this account lists all of their qualifications, when their criminal record check is due etc.
- ▶ Every volunteer can go and check this stuff themselves.
- ▶ Please don't send to me as I will just tell them to look it up on their own.
- ▶ HNB.ca is the website where you can find out everything you need about courses, clinics, how to sign up. Search HNB and then click on clinics.
- ▶ <https://hnb.ca/en/clinics>
- ▶ To access hockey Canada accounts....
- ▶ <https://account.spordle.com/login?referrer=https%3A%2F%2Fregister.hockeycanada.ca%2Fhome>

Criminal checks

- ▶ Every person who comes in contact with the kids (on the ice, opening doors on the bench, managers etc) MUST have a Criminal record check and a VULNERABLE SECTOR CHECK by December 15th.
- ▶ All names of volunteers are entered into the Hockey Canada Registry.
- ▶ Currently New checks are needed every 3 years.
- ▶ ALL VULNERABLE SECTOR CHECKS MUST BE IN BY DECEMBER 15TH OR YOU CANNOT BE ON THE ICE ETC WITH THE KIDS.
- ▶ www.kennebecasisregionalpolice.com, you don't even have to go to the police station now
- ▶ Take a pic or scan of your check for your records and send to kvmharegistrar@gmail.com and I will forward to HNB.
- ▶ Volunteers can check if they need a new check by looking at their hockey Canada account.



Affiliates

- ▶ Are for U11 teams and higher
- ▶ Have lots of rulesplease read them so you are informed.
- ▶ They need to be approved by our President.....
- ▶ Email parents, when they approve add on team coach and get their approval and then send to kvmharegistrar@gmail.com, I will get approval from president and then place on roster.
- ▶ Please be sure to include team names and level so we know who you are talking about.
- ▶ Here is the google form to submit your affiliates....one form per affiliate.

Affiliate Registration Form

https://docs.google.com/forms/d/e/1FAIpQLSe5-Ws6fa806Jor2Hk8qwLJuUKhUcangDbk_1KAUYnPXLBHPw/viewform?usp=sharing

Affiliation must be identified in the HCR prior to the player being used in a game, no later than January 15.

Players shall be permitted to affiliate with only 1 team

First year players in a division may affiliate to a higher category within their division. Second year players in a division may affiliate to a higher category within their division or to the next division.

In the U15 and U18 divisions, players may affiliate to a higher category within their division, or a higher division.

Additionally, first year or second year female players in a division may also affiliate to a higher female category within their division or to the next female division.

The NBMHC shall not allow rostered development players to play as affiliate players for competitive level teams. Rostered competitive AA, A, B level players may not play as affiliates for 'C' level teams. 6.8.13

Players may affiliate to a higher division or category (i.e. B to A, A to AA) provided the teams are not playing in the same league schedule.

Players rostered to 'C Level' teams can only affiliate to competitive level teams within their same community club. Should the community club not offer a competitive team in that division, the player may affiliate to a competitive team in a neighboring community club. On a case-by-case basis and at the discretion of the area's District Director; a competitive level player whose association does not have a competitive team in a higher category, may grant permission to affiliate from a competitive team to a "C" team in a higher division.

Travel Permits

- ▶ **Travel permits are required for ALL tournaments, including HNB Sanctioned tournaments and exhibition games (whether you're the home team or the away team.
- ▶ Travel permits are now done through the Hockey Canada Registry. To get permits for your teams, you have to be on the roster on the Hockey Canada system so I will be entering all managers in as soon as I know them.
- ▶ Sign into your Hockey Canada Account....by googling Hockey Canada 3.0 or use this link
- ▶ <https://account.spordle.com/login?referrer=%2Fdashboard>
- ▶ Then click Tasks
- ▶ Click Travel Permit
- ▶ Click Add and fill out details

Complete the required fields:

- Teams for which the permit is requested
- Title (tournament name)
- Type of event (Home, Away, n/a)
- Type of travel (multiple choices are available)
- Host website (optional)
- Host team name (optional)
- Number of games (optional)
- Host Division (optional)
- Host class (optional)
- Host category (optional)
- Host Country
- Province
- Host City (optional)
- Host Organization (optional)
- Host Arena

Once completed click on '**Next**'.

Then you must enter the start and end dates of the tournament. You have the possibility to add a note or a document. Click on '**Add**'.

Next, you have 2 options:

- Submit the permit (will be available for approbation)
- Submit later (you can make changes and submit the permit later)

Click '**Confirm**'.

Note: Only the branch and the provincial organization can '**Approve**', '**Decline**' or '**Delete**' a travel permit application once it has been submitted by clicking on the '**Action**' button on the side panel.

Special Events Permits

Procedure for Special Event Sanctioning

Team officials are to follow the following procedure for permission to participate in and/or organize 'Special Events' outside the "normal" hockey program. This does NOT include Travel Permits, as that has its own procedure separate from Special Events. Examples of special events would include: team bus rentals, fundraising, bottle drives, donation drives, equipment exchange, team events at a private residence, other team sport activities (laser tag), etc. These kinds of activities usually occur away from the arena venue and in the surrounding community where opportunities exist to enhance the programs offered to our teams. Here are the steps to follow:

1. Email the Director of Administration, Michael Wilson, at willyreject@gmail.com for approval of special event.
2. Teams may be given the option to apply for insurance or required to request additional insurance by completing the on-line document at [BFL CANADA](#).
3. Teams must provide the following information to the Director of Administration: name of the team, description of the activity, location of activity, date of activity, number of players and team officials to attend and whether the team would like additional insurance. Please Note: *The Director of Administration will determine whether additional insurance is required.*
4. Team activity must be approved by the Director of Administration prior to the event taking place.
5. A minimum of 7 days advance notice is required.

Failure to abide by the above procedures automatically negates support from the KVMHA Board and the event will NOT be considered sanctioned by KVMHA.

If you have any questions, please contact the Director of Administration at

willyreject@gmail.com.

Tournaments



Check out HNB website for tournaments.

- You must notify your coordinator of the tournaments your team is playing in. They will send them to the ice scheduler.
- If you have registered but not heard if you are in the tournament, please submit this to your coordinator anyway.
- If you do not submit your tournaments and games can't be scheduled...your team will have to forfeit.
- KV is planning to host the U9 January Blast and possibly another tournament in February...fingers crossed. KVMHA has been known in the past for hosting great tournaments.

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- ▶ TEAMS FEES HAVE BEEN CAPPED AT \$150.00
- ▶ Swag can be optional....please be mindful of money
- ▶ Please be very careful with money.
- ▶ A separate bank account is recommended by the Registrar. Many banks have community accounts.
- ▶ Each team should have 3 signing officers – 2 are required to sign each cheque. Please have a parent or two involved.
- ▶ No cheques can be made out to cash.
- ▶ Each team needs a budget, it must be submitted to the Director of Finance at geoffcochrane@hotmail.com
- ▶ Parents should be kept up to date on the budget throughout the year (Xmas and end of season are ideal times)

Sample Budget

KVMHA - Team Budget

Team Name:	KV Capitals		Head Coach	Jane Doe	
Division	U15 Rec				
Team Manager & Email	John Doe	john.doe@gmail.com			jane.doe@gmail.com

Revenue:

	Fee	# of Players	Total	Comments
Team Fee	\$ 150.00	16	\$ 2,400.00	
Sponsor	Home Depot		\$ 250.00	
	Kent Building Supplies		\$ 250.00	
Sock revenue	\$23	32	\$ 736.00	2 pairs for every player
Fundraiser # 1			\$ 500.00	Bottle Drive
Fundraiser # 2			\$ 250.00	Gift basket
Other revenue			\$ 200.00	Parent donation
Total Revenue			\$ 4,586.00	

Expenses:

	Total	Comments
Tournament #1	\$ 950.00	Moncton Jan 13-15
Tournament #2	\$ 1,000.00	Sussex - Feb 2-4
Socks expense	\$23 32	\$ 736.00
Coach Expenses	\$ 75.00	Make sure this is detailed so everyone knows what it is
Fundraising expense	\$ 75.00	Prizes for gift basket
Team party	\$ 250.00	
Other expenses	\$ 200.00	
Total Expenses	\$ 3,286.00	

Net amount left over (owing to team manager)

\$ 1,300.00

Note the amount amount was distributed back to parents

\$ 81.25

Amount per parent

Amount may also be donated to charity of teams choice if desired

NOTES:

Team fees should be capped at \$150 per child and everyone has the option to fundraise if desired.

Teams fees do not include socks cost if needed and should not include team swag items such as coats, hats, hoodies etc

Bottle drives

- ▶ Contact Director of Admin and arrange a date.....email is on website
- ▶ Book a redemption centre or trailer. We will figure out a neighborhood with you
- ▶ There are three bottle drives allowed per Saturday
- ▶ We are doing our best to make sure drives are spaced out between neighborhoods to maximize teams success.
- ▶ Fundraising – please no alcohol or smoking related events or products.
- ▶ Be reasonable with your fundraising please. Clothing should be optional.....many families are still recovering from financial challenges related to Covid etc.

Submit your Budget

- ▶ Here is the Google drive link to submit your budget
- ▶ <https://forms.gle/GZdbmKiz1hrdHc9E7>
- ▶ Here is the template to do your budget.....
- ▶ https://docs.google.com/spreadsheets/d/1yxNaoi0eRG_AqggZ_qzaoLLavBeolBy7YjA1XohOHLCo/edit?usp=sharing

Apparel

Rinkside is the sock source

Otherwise go where you want!

Do not change logos or add content to them without approval from the KVMHA Board.

Hockey NB tickets

- ▶ Each player will get 10 tickets – they can be sold and the player keeps the money (\$30) or they can put their own names on the tickets and submit them for the draw.
- ▶ Tickets for the draw can be dropped off in the KVMHA mailbox in the lobby of Rothesay Arena.
- ▶ **WHEN THEY ARE PASSED IN PLEASE REMOVE THE STAPLES.** Tickets will be due by January 15 th. The draw is February 1st.
- ▶ **DO NOT THROW OUT UNUSED TICKETS!!!! PASS THEM IN AS WE GET MONEY BACK FOR THEM.**

Injuries unfortunately happen

- ▶ Injury Reports: Must be filled out and filed with HNB within 90 days for any injuries of an HNB rostered player/bench staff.
- ▶ The claims are left open for one year from the date of injury. Hockey Canada is a secondary payor, therefore all claims must go to primary insurance prior to coming to HNB.
- ▶ Detailed insurance info can be found on hnb.ca but here is a summary
https://hnb.ca/images/hc_insurance_brochure_eng.pdf
- ▶ Injury report <https://hnb.ca/images/hnb/injury-report-hockeycanada-NB-e.pdf>
- ▶ Medical forms should be completed for all players
- ▶ https://hnb.ca/images/hnb/pdf/medical_information_sheet4.pdf

Other important situations....

- ▶ Concussions.....
- ▶ https://35b7f1d7d0790b02114c-1b8897185d70b198c119e1d2b7efd8a2.ssl.cf1.rackcdn.com/broadcast_email_attachments/7103626/Hockey_Canada_Concussion_PolicyFull.pdf
- ▶ Bullying, harassment etc.
- ▶ https://cdn.hockeycanada.ca/hockey-canada/Hockey-Programs/Safety/Insurance/Downloads/safety_teamwork_e.pdf

Complaints...what??

KVMHA Complaint Intake Process

- ▶ The following outlines the process to be followed for the KVMHA membership (parents, players, coaches, etc) regarding bullying, safety, or other issues that require intervention by a coach, manager, or other representative within KVMHA.
- ▶ Issues **must first be highlighted to the attention of the team officials (head coach or manager)**. The complainant is to follow the established team protocol for first point of contact; Team Manager vs Head or Assistant Coach. It is recommended to use the HNB complaint intake form to document the complaint, available here <http://www.hnb.ca/en/minor-hockey/publications/complaint-intake-form>.
- ▶ If an issue cannot be addressed by the Team Official(s), the **escalation point is the Division Coordinator**. Division Coordinators are listed on the KVMHA website at kvmha.ca
- ▶ If the issue still cannot be resolved, the issue can then be highlight to the KVMHA board of directors **or** directly to Hockey New Brunswick by the division coordinator or the person submitting the complaint.
Note: Team Officials and the Division Coordinator must have an opportunity to address the issue prior to escalation to the KVMHA board.
- ▶ Any issue requiring escalation to the KVMHA board will require the following
 1. A completed HNB complaint intake form, available here <http://www.hnb.ca/en/minor-hockey/publications/complaint-intake-form>
 2. A copy of any emails related to the issue
 3. Detail steps taken by the team/coordinator to rectify the issue
 4. Contact emails/phone numbers
 5. Expected outcome/resolution
 6. Send the above via email to president, vice president, director of recreational hockey, director of competitive hockey and HR director.
- ▶ *****PLEASE NOTE THIS MAY BE CHANGING DUE TO EVENTS WITH HOCKEY CANADA AND THEY ARE STARTING TO CHANGE THE PROCEDURE AND A NEUTRAL 3 RD PARTY Sport NB is becoming involved.**

Complaints New Information

- ▶ Complaints that are not resolved at the Association level can be sent to HNB for resolution.
- ▶ Please note that due to the changes being made by Hockey Canada, complaints submitted to HNB are being sent to SportNB, an impartial 3rd party for review. They are investigated and reviewed and recommendations are made with how to proceed.

Getting started

- ▶ Thank you for stepping up.
- ▶ Delegate, delegate, delegate, communicate, communicate, communicate
- ▶ Get a season plan - Meet with coaches and figure out how you want the season to look - tournaments, development, fun. Then have a team meeting with the parents and coaches.
- ▶ Establish expectations of both players and family (what's ok and what is not). Consider the 24 hour rule...
- ▶ Start to look for tournaments early...they fill up fast. Teams usually do 2+ per season (but no more than 4). Once you know the dates, send them to your coordinator. Get your applications in. This is tracked by HNB via travel permits.
- ▶ Figure out fundraising....teams fees are no more than \$150. Do not include all the clothes etc. in the team fees, these items should be optional as not all families can afford them.
- ▶ Always offer a fundraising option so a family can do that if they wish- it's also a great teambuilder if you can get the team involved.
- ▶ Get team parents to assist - fundraising, doing the scoresheet and clock for games. Have a couple of parents as signing officers for checks.
- ▶ Always have someone with you if you are with a player.
- ▶ Dressing rooms are to have supervision!

- ▶ Volunteers are needed for the clock and game sheets. There are great guides on how to use the clock in the score boxes at the rinks. If you cannot find parents who can step up to do the scoresheet and the clocks....then let us know and we can find some teenagers to do it and it costs about \$20/game.
- ▶ If you need to submit scores from a game, do it quickly! Always take a pic of the game sheet - you never know when you will need it.
- ▶ Suspension coordinator - yup we have one for KVMHA
- ▶ We have lose several referees each year to poor fan, player and coach behaviour.....no refs = no games.
 - ▶ Coaches are not to go into the ref room after a game.
 - ▶ If a referee situation arises....the Head Referee should be notified period. This is Mike Hellingwerf who can be reached at mikehellingwerf@gmail.com.