



MANAGER'S MANUAL

September 2011
Version 3.2

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1 INTRODUCTION

Thank-you for volunteering your time as a Manager with the West Ottawa Ringette Association! We hope it is a rewarding and positive experience for you.

1.1 *Manager's Role*

It is important for you to know what your role and responsibilities will be on the team by discussing this at the outset with the coach. Good communication between the Manager and Coach is essential to the smooth running of the team.

In general, the Manager will act as a liaison

- between parents/coaches/association
- with the coach for player absences
- between parents/coaches

The Manager is responsible for

- distributing information from the association to parents
- preparing a contact list for the team (with the parents approval)
- notifying parents of the game/practice schedule and of any schedule changes
- providing maps/directions to arenas. West Ottawa website quick links or www.arenamaps.com)

2 GETTING STARTED

There are a number of tasks that need to be done as soon as possible after the team has been formed. To help you get organized, a description of these tasks is presented below. In addition, a checklist with the due dates for the time sensitive items is attached at the end of this section.

2.1 *Parents/players list and Contact Cards*

Your team's Coach will provide you with the list of players and the parent contact information. It is very likely that parents will have email addresses, home or cell phone numbers that they will want added to your list.

You may choose to have team parent/player contact cards made which are wallet sized cards containing the jersey numbers and names of all the players, the parents names and their respective home/cell numbers. You must get permission from all parents before distributing this information. Make sure parents have verified the information which will appear on the cards before having them printed.

Card Makers: John Flinn at teamcards@rogers.com;

Ursula Hiratsuka (613-836-0892) at uHIRATSUKA@sympatico.ca;

John at www.TeamInfoCards.ca.

2.2 *Team Meeting*

It is important to organize a team meeting as soon as possible after the team has been set. Sufficient time will be needed to allow the Coach the opportunity to discuss his/her expectations for the season along with the many details that must be sorted out at this first meeting. It may be necessary to separate the Coach's meeting (which will involve both parents and players) from a team meeting that could be limited to the parents only. Often a separate parents meeting is held during a practice although you will want to make sure that the bench staff has representation at the meeting or is made aware of what was discussed/decided.

Your team meeting should accomplish, at a minimum, the following:

- identification of other parent volunteers;
- identification of the need for a team sponsor;
- identification of fundraising options;
- determination of number and, if possible, which tournaments the team will enter;
- dissemination of information concerning player absences, dressing room policy, jersey care policy, team pictures, parent/player code of conduct etc.

• Parent Volunteers:

Required:

- Trainer
- West Ottawa tournament representative
- West Ottawa banquet representative

Optional:

- treasurer
- social secretary
- team fundraiser coordinator
- team apparel
- tournament coordinator
- PR person for newspaper articles
- team photographer
- grocery card fundraiser

You should also identify a pool of parents who are willing to do the following for all home games:

- Timekeeper
- Scorekeeper
- Shot clock (not required for Novice U8, U9, U10Red level teams)

** It is very important to encourage as many parents as possible to share the timekeeper/scorekeeper/shot clock duties. Instructions for these duties are provided separately. Ideally you will have a parent on your team already familiar with running the clock and willing to train others. Let parents know that all teams will be expected to cover these duties for the West Ottawa tournament.

The West Ottawa tournament and banquet representatives will attend meetings (usually 2-4 for each event), assist with the planning of these events and keep the team informed on how the team can support these activities. Among other things, the West Ottawa tournament representative will coordinate the volunteer schedule for the tournament. The banquet representative will be responsible for selling tickets to the team. You should have your volunteers sorted out by the end of the meeting however the West Ottawa tournament and banquet representatives do not need to be identified until early November.

• Sponsors

Every team must have a team sponsor and parents should be encouraged to solicit sponsorship. The team sponsorship fee is \$500. This sponsorship payment goes to West Ottawa and is used to offset operating costs. A copy of the team sponsorship letter is available on the West Ottawa website and can be found under the Manager's Resources tab on the left side of the home page.

In return, sponsors can expect to have a sponsor bar sewn onto the team's home jerseys and their business name will appear on our Association's web site. They will also receive a receipt for income tax purposes and a commemorative thank-you plaque. These details, including ordering the sponsor bars, are handled by the Director of Administration and are not the responsibility of the team Manager. The team Manager is responsible for making sure the sponsor cheque is provided to the Director of Administration. The sponsor cheque is made out to the West Ottawa Ringette Association. You will also need to provide the sponsor's complete mailing address.

Please note that West Ottawa will only provide one set of sponsor bars. If a team has more than one business willing to provide financial support, then it is up to the team to decide how the additional sponsors will be recognized (e.g banners, additional sponsor bars etc.).

• Fundraising

The amount of fundraising a team will do will depend on what your anticipated costs will be. You will need to take into consideration what costs will be incurred by the team for:

- tournament fees
- team apparel costs
- renting extra ice
- social activities
- year end gifts

Parents may prefer to cover costs through parent contributions. Alternatively parents may have some creative fundraising ideas.

You (or the team treasurer) should prepare a team budget (which should be approved by the Coach and shared with the parents) and you may wish to open a bank account for the team. You should also provide a periodic financial report to the parents.

• Tournaments

Prior to the meeting, the Coach should give you some feedback as to what tournaments s/he wants to enter. Depending on what the Coach has already communicated to the team, you may need to use the team meeting to make a final decision on how many and what tournaments the team wants to enter. The cost to enter a team in a tournament is typically in the \$500-\$700 range. Obviously overall costs of out of town tournaments will be more however many teams will use an out-of-town tournament as a team bonding opportunity.

Your team will also be playing in the West Ottawa tournament which is typically held in late February. Registration fees for this tournament do apply. Many tournaments fill up quickly so registering early is strongly recommended. It is very important to inform our ice scheduler of our tournament dates ASAP to help with planning of ice times and games.

A list of tournaments can be found at the Ontario Ringette Association (ORA) website (<http://www.ontario-ringette.com/2011-2012%20Tournament%20List%20-%20Sept12.pdf>). When registering for tournaments you will see a request for a Team Registration Form (TRF). See section 2.3 for a discussion on TRFs.

• Player Absence from Games or Practices

You should advise parents that both the Coach and Manager need to know if a player is going to miss a practice or game. A practice plan is often developed around knowing a certain number of players will be present. For absences from games, sufficient notice should be given to allow time to call up a player. It is understood that illness may prevent a player from giving reasonable notice.

• Dressing Room Policy

When adults are required in the change room there should always be at least two and one of these must be female. There should be no dads in the change room except a few minutes before game time to tie skates. Skates should not be tied outside the change room. Camera phones must not be used in the change room.

• Team Jerseys

Your Coach will pick up the team jerseys from the West Ottawa Equipment Coordinator for distribution. Advise parents that jerseys are not to be worn for practices and that they should be carried separately from the equipment bags. The Jersey Care Policy is a separate document and is available on the website. Please review this document with all parents.

A form to assign and track jerseys to players is also available on the website.

It is preferable that you only distribute the black home jerseys to players. Keeping the white jerseys with you (and bringing them to all games) will ensure that you always have a complete set of jerseys on hand in the event someone leaves theirs at home or if there is a sweater colour conflict. (The rule is that it is the referee who determines colour conflicts and the visiting team changes jerseys).

• Equipment Policy

Team equipment is provided by West Ottawa for use to play/practice ice ringette and dry-land gym practices sanctioned by West Ottawa. This equipment is not to be used for road play or other such play that could excessively wear or compromise the equipment. It is to be maintained by the players (jerseys), managers (team gear), and trainers (first aid kits) and returned to the Equipment Coordinator at the end of the season. In the event that equipment requires repair or replacement, please contact the equipment coordinator. Equipment is not to be modified, abused or used for purposes other than for West Ottawa activities. Reasonable, normal equipment wear due to play and practice is expected. Unreasonable neglect, abuse or loss of equipment will not be tolerated and the individual player to whom the equipment is assigned will be required to pay for the cost to repair or replace damaged equipment at the Association's discretion.

• Name Bars

The player name bar consists of the player's first initial and last name.

Two name bars are needed: white lettering on black background for the home (black) jersey and black lettering on white background for the away (white) jersey.

Name bars can be ordered from Rink Pro in Stittsville at a cost to the parent of approximately \$6.00.

The player name bar is hand sewn (no machine stitching) to the bottom of the player jersey.

The sponsor bar is sewn across the shoulders of the jersey.

• Medical Forms

The Manager will provide all parents with a Medical Form, which is available on the website, which must be filled out and returned to the Manager. The original should be kept in the first aid kit with a copy kept by the Manager.

An ORA Risk Management & Safety Incident/Accident Report must be filled out if a player does not finish a game. This two page form can be found on the West Ottawa website.

• Code of Conduct

The Manager will provide parents and players with the West Ottawa Player/Parent Code of Conduct that they must sign and return to the Manager. As bench staff also have children on the team, they must also sign the document. The Manager will collect the forms and provide them to the Director of Administration for safekeeping. *Note: This is a different document from the Bench Staff Code of Conduct which is described in section 2.5 below.*

• Dryland Training

Generally speaking, the purpose of dryland training is to improve endurance, cardiovascular fitness and flexibility. It also helps to promote team building. West Ottawa books space at a local high school gymnasium for teams who want to compliment their on-ice training with dryland training. There is no additional cost to the teams who want to do this. The sessions are one hour in length to be held on a week night (dates are determined in September by school availability). The frequency with which teams will be given gym time (weekly, biweekly, monthly etc) will depend on how many teams are interested in participating.

Teams should know that schools do not permit the use of regular ringette sticks on the gym floors. The Dryland Coordinator will contact teams with the schedule and can be contacted at registrar@westottawaringette.com.

• Power Skating

West Ottawa, in collaboration with the Goulbourn Skating Club, is subsidizing a Skate Canada certified CanPower Skate Program for Bunnies, Novice, and Petite Teams. These programs run from early October to mid March. For the Bunnies, the cost of this program is built into their registration fees. Two sessions are available for the Novices and Petites - Mondays at 6 p.m. at Richmond and Tuesdays at 5 p.m. at Stittsville.

Public time slots are available for the Tweens on Mondays at 7 p.m. and 8 p.m. in Richmond on request (if not full) at a reduced West Ottawa rate (Tween B/C \$305, Tween A/AA - \$355)

For more information or to register please see the West Ottawa website or contact the Director at Large (directoratlarge@westottawaringette.com).

You may wish to summarize the discussion and decisions made at the team meeting and distribute it to the parents. This summary is especially useful to those parents unable to make the meeting.

2.3 Team Registration Form (TRF)

The TRF is the official ORA (Ontario Ringette Association) document registering each player and team with the ORA.

It lists all players along with their ORA registration number and date of birth. It also lists all bench staff along with their ORA number.

Your team TRF will be provided to your Coach (who must sign the original copy) in early November. You will need to provide a copy of the TRF when registering for tournaments. Tournaments use these forms to ensure players entered on a team are legal players and registered – no ringers. Most of the

tournaments don't enforce getting the TRF when indicated but will accept it on the actual tournament weekend. You **MUST** hand one in or your team won't be able to participate. Changes to the TRF can be made until **January 8th** of the current playing season and then it's frozen till the end of the season (i.e. no changes can be made to the team roster or bench staff once frozen).

2.4 Bench Staff Qualifications

All bench staff (Coach, Assistant Coaches, Trainers, Manager) must have their respective qualifications by **January 8th** of the current playing season. Any bench staff not qualified for their position by this date will be removed from the TRF. It is the responsibility of the Coaches and Assistant Coaches to know what training they need. Trainers can contact the Vice President (vice.president@westottawaringette.com) to find out what first aid courses are being offered.

- For Coaches and Assistant Coaches, the 2011-2012 Coaching Requirements (which includes the requirements for Managers and Trainers) are summarized on the ERRA website at www.erra.ncrrl.on.ca/clinics.html.
- The Team Manager must complete a Manager's Certification Program. This Program is administered through Ringette Canada. All new Managers are required to register for the program at www.coachingringette.ca and should complete it by **December 1th**. Please submit the \$22.00 fee receipt to the West Ottawa treasurer for reimbursement.
- Trainers must have current certification in one or more of the following
 - medical doctor/student
 - fireman
 - registered nurse
 - ambulance training
 - athletic therapy
 - equivalency for any certified first aid course*, 13 hours or more in duration which includes the following content (*Re-certification is required every 3 years.)
 - principal of First Aid and Safety
 - artificial respiration
 - wounds and bleeding
 - shock, unconsciousness and fainting
 - fractures
 - head and spinal injury
 - joint injuries
 - medical conditions (diabetes, asthma)

2.5 Bench Staff Code of Conduct

All bench staff must sign the Bench Staff Code of Conduct. The Manager is responsible for ensuring all bench staff sign this form. The signed form is given to the Coach who in turn hands it in when s/he picks up the team's TRF. The form is then submitted to the Regional Coaching Coordinator.

2.6 Police Record Checks

A valid police records check is required for all bench staff. Police checks are valid for 3 years. A cover letter from West Ottawa identifying the individual requiring the police check along with a copy of the form

to be completed will be emailed out to the individuals. Once Police Services have completed their check, they will send the form back to the individual. The individual can then provide the completed form to the Manager in a sealed envelope. The individual may want to keep a photocopy for their own records. The Manager will pass the document on to the Vice President.

2.7 *Getting Started Checklist*

Getting Started	Due Date
Player Contact Cards	not required but good to have
Parent Meeting	ASAP
Tournament Registration	ASAP
Order name bars	ASAP
Medical Forms (on line)	Before 1 st game of the season
Parent/Player Code of Conduct (on line)	Before 1 st game of the season
Bench Staff Code of Conduct (on line)	October 30
Identify West Ottawa tournament and banquet representatives	Early November
Manager's Certification Program (Ringette Canada online)	November 15
West Ottawa Sponsorship cheque	December 1
Coaches/Trainer qualifications	December 1*
Police Checks	December 1*

*To allow changes to be made to the TRF before the December 30th deadline, West Ottawa should know by December 1st that all training has been completed and police checks have been done.

3 IT'S TIME TO PLAY

3.1 *Ice Schedules*

The National Capital Region Ringette League (NCRRL) will post the league schedule on their schedules and results page (<http://www.erra.ncrll.on.ca/sched.html>). This schedule is posted in the fall and then again for the second half of the season (early December) but does not include practice ice.

Refer to the West Ottawa schedule page (<http://www.westottawaringette.com>) for your team's game and practice schedule. Parents should also know about the West Ottawa website and should be encouraged to refer to it on a regular basis. Each team can customize its own schedule page with information such as upcoming tournament dates, social activities etc. A user ID and password will be given to the manager to update the team page on the website.

3.2 Home Games

It is the Home Team's responsibility to provide a timekeeper and scorekeeper for the game. Someone to run the shot clock is also needed at the B level and higher as well as Novice U10 Blue. You might consider using the team schedule page to remind individuals when their scheduled time for these duties has come around. Since the home team decides which jersey they will wear (West Ottawa teams use black as their home jersey), if a colour conflict arises (as determined by the referee), the visiting team should change jerseys.

3.3 Game Sheets and Labels

• Labels

The use of labels is strongly recommended by the League and is a huge time saver when preparing the game sheets. The template for game sheet labels is available on the West Ottawa website. If you use this template, you will need to purchase 4" x 2" Avery White Mailing Labels (number 08923). You may also choose to create your own labels. Prepare the labels once the player's jersey numbers have been assigned. You will need 3 labels per game. Any missing players must be crossed out for each game. Call ups must be written on the label or game sheet.

• Game Sheets

It is the Home Team's responsibility to bring the game sheet to the game and to ensure it is completed properly for both teams. Always bring extra blank game sheets with you to a game.

An example of a completed game sheet is available to view on the website. It is a good idea to provide a copy to anyone who is scorekeeping for the first time.

After the game, ensure the referees have signed the game sheet and both their name and referee number is legible, provide the pink copy of the game sheet to the visiting team Manager or Coach and keep the yellow copy for your records. The white copy must be provided to the West Ottawa Statistician ASAP. More detailed instructions are provided as a separate attachment.

3.4 Reporting Game Scores

Game scores must be reported on-line within 24 hours of the completion of the game. The NCRRL asks that the same person always performs this task. Detailed instructions are provided as a separate attachment. Please follow the quick link on the West Ottawa website.

3.5 Reporting Cancelled and Rescheduled Games to NCRRL

Detailed instructions are provided as a separate attachment. There are very strict rules for cancelling games as the league and associations are very short on ice times and this makes it difficult to reschedule games.

3.6 Player Call-ups and other Rules and Procedures

There are specific rules for calling up players when a team finds itself short due to illness or injury. Please refer to the Summary of NCRRL Rules and Procedures on the NCRRL website

(<http://www.erra.ncrrl.on.ca/rules.html>) for Player Eligibility rules as well as other rules to be familiar with (e.g. number of people allowed on the bench at one time, requirement for one bench staff member to be female, sportsmanship rule, cancelling a game due to inclement weather etc.).

It is very important that coaches are aware of these rules.

** Note that there are some special playing rules for U8 and U9 teams.

3.7 It's Time to Play Checklist

Before the Game	After the Game (Home games only)
Timekeeper/Scorekeeper/Shot clock people are scheduled (home game only)	Give the pink copy of the game sheet to the visiting team. Keep the yellow copy for your records.
Game date/time/location has been communicated to parents/players	Report the game score on-line within 24 hours, NCRRL website quick link.
Game sheet labels are prepared	Send white copy of the game sheet to the West Ottawa statistician.
White jerseys are readily available (if needed)	

4 OTHER IMPORTANT INFORMATION

4.1 Ice Allocation Information

Recreational teams can expect an average of one practice (plus a game) a week.

Competitive teams pay an additional fee that provides an extra weekly practice where available.

Consideration is given to age and level in allocating ice times.

Much of our ice is on weekends, but we also have:

- 5 and 6 p.m. Mondays at Stittsville Arena
- 4:15 p.m. Mondays at Bell Sensplex
- 4:30 p.m. Wednesdays at Richmond Arena
- 7:30 and 8:30 p.m. Thursdays at Carp Arena
- 4 to 7:30 p.m. Fridays at the Kinburn Sensplex
- 8:30 p.m. Fridays at GRC
- 7 a.m. Saturdays and Sundays at Beckwith Arena

4.2 Buying Extra Ice

Extra ice can be purchased from the City of Ottawa by contacting the City at 613-580-2595.

4.3 Important Websites

West Ottawa Ringette Association: www.westottawaringette.com

This is our association's web page and contains a tremendous amount of useful information as well as links to the NCRRL, ERRA and ORA websites.

NCRRL: www.erra.ncrrl.on.ca/ncrrlmain.html

The schedule and game results and standings are updated weekly on the NCRRL website. This website also has links to other ringette association sites where you can find out who the Coaches and Managers are of the teams you'll be playing. You should also refer to this site for a summary of NCRRL rules and procedures.

ERRA: www.erra.ncrrl.on.ca/erramain.html

ORA : www.ontario-ringette.com

Ringette Canada : www.ringette.ca