



Non-Traveling Team Manager Handbook

Welcome to Lakeville Hockey Association. Managers are an important position in our association and we hope this manual will guide you throughout the year and help answer questions that you may have as you begin managing your team. If you have questions that are not answered in this book, please feel free to contact the Association Manager. Contact information can be found on the LHA web site.

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LHA Team Manager Mission Statement

The Team Managers of the Lakeville Hockey Association are a dedicated group of individuals that strive to positively influence the overall prosperity of their team. While their organizational and communication skills are extremely important, a successful manager needs to adhere to conduct becoming of their coaches, players, parents, fellow managers, District and LHA officers and personnel, other teams both within and outside of our association, referees, and everyone in between. Through delegation and encouragement, a cooperative and successful team environment and the quality associated with our community can be achieved.

Manager Role Description & Expectations

Thank you for volunteering!


The Team Manager is a critical role to our hockey association. Time, organizational and communication skills, commitment, delegating, and bookkeeping are just some of the responsibilities you will have as your team's manager. Outlined in this handbook are detailed descriptions of tasks you will be required to perform, protocol to follow, systems and templates for you to use, and optional information for your consideration. Again, we want to thank you for volunteering for this very important position.

You are appreciated!


Document Description

Check Lists


Season Start-up

Complete 	Task
	Meetings
	Season kick-off meeting with coach
	Attend LHA manager meeting
	Parents meeting
	Players meeting
	Team Registration
	Copies of coach CEP certification
	Copies of coaches/managers background check forms
	Copies of players birth certificates (first year squirts or new players)
	Turn in team roster to LHA Registrar
	Communications
	Mouth guards
	Team wallet card rosters
	Receive and communicate team web site ID and password
	Add coaches and manager information to the team website
	Communicate team web site information to team
	Confirm all parents received fundraising information
	Concessions schedule
	Equipment
	Jerseys and socks
	Processes
	Understand hardship fund
	Review outside ice scheduling process

Season

Complete 	Task
	Manage team calendar (ongoing)
	Track planned absence and communicate to coaches (ongoing)
	Coaches complete mid-season player evaluations
	Collect 1 st payment from parents
	Send in 1 st team payment to LHA Treasurer
	Receive outdoor ice schedule
	Schedule additional outdoor ice
	Reconcile ice bill monthly
	Pick up extra ice (ongoing)
	Process dropped out player

Season Close

Complete 	Task
	Collect final payment or issue refund
	Turn in team final payment to LHA Treasurer
	Return jerseys and pucks
	Team party
	Coaches appreciation gift
	Confirm all invoices have been paid and have supporting receipts
	Communicate coaches evaluation process

Task Detail

Season Start-up

Items to Collect from Parents

- Birth Certificates to verify age & eligibility (Registrar to have returning players birth certificates)
- Consent to treat forms - will be in your managers folder or given to you by the level director
- Verify all contact and phone number information as well as email addresses for the official communications list

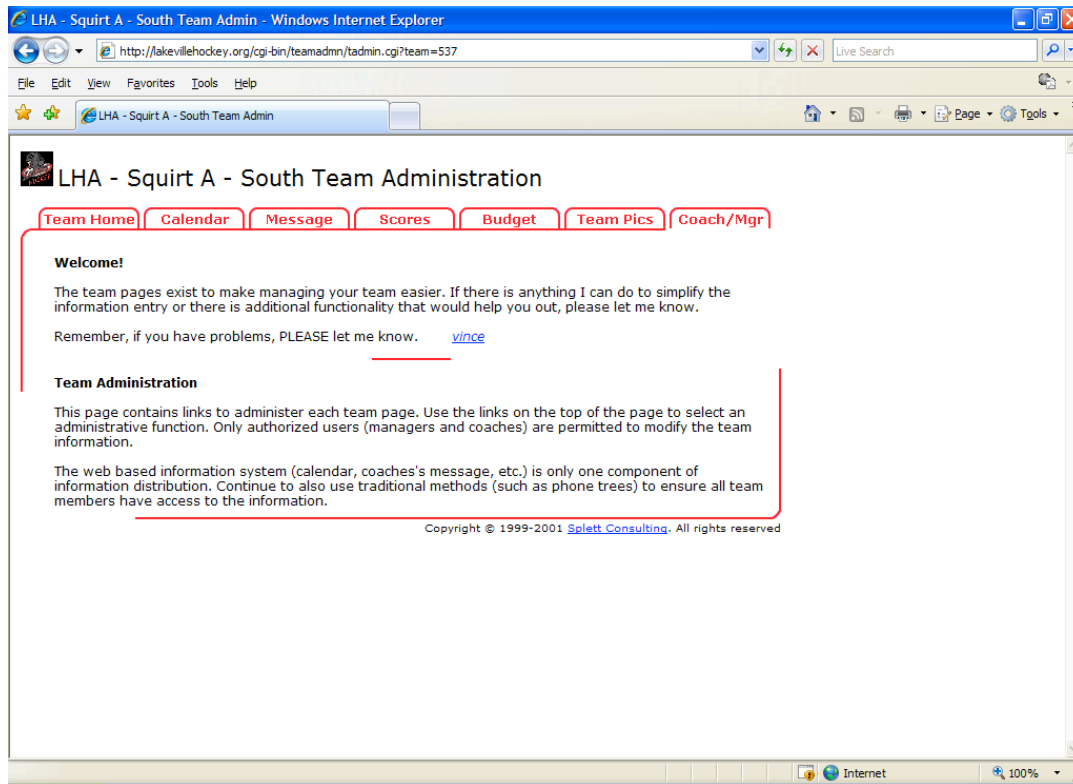
Lakeville Hockey Association Web Page & Team Calendar

Each team will have their own team page on the LHA website, www.lakevillehockey.org

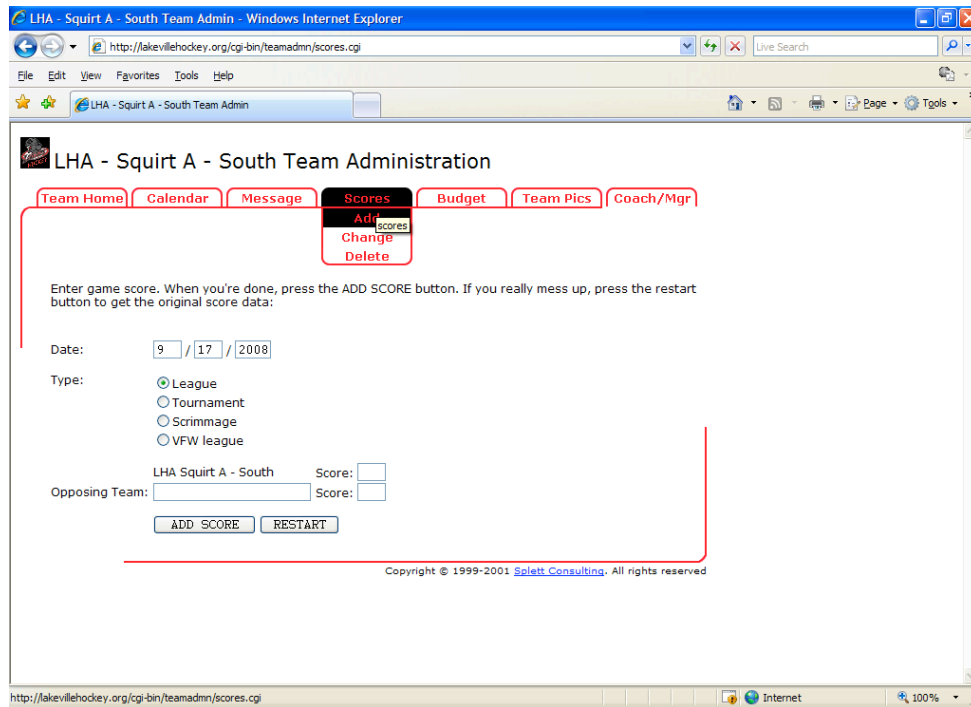
- You will receive a user name and password to input your team's information. (This is confidential to be kept between the head coach and yourself.)
- Select your team page from the Team Pages drop down menu on the left side of the page.

The screenshot shows a web browser window displaying the Lakeville Hockey Association website. The page title is "LHA - Squirt A - South Team Page". The main content area features a navigation menu with categories: Mite Prep, Mites, Squirt, PeeWee, Bantam, Girls, and High School. Under the "Squirt" category, a dropdown menu is open, listing various teams: Squirt A - North, Squirt A - South, Squirt B - North Red, Squirt B - North Black, Squirt B - South Crimson, Squirt B - South Gold, Squirt C - North Red, Squirt C - North Black, Squirt C - North White, Squirt C - South Crimson, and Squirt C - South Gold. The "Squirt A - South" team is currently selected. In the top right corner of the team page, there is an "Admin" button. The left sidebar contains a "Team Pages" dropdown menu with "Mite Prep U8 - Grey" selected, and a "Calendars" dropdown menu with "Mite Prep U8 - Grey" selected. The bottom of the page includes an "Email Notification" section with a "SUBSCRIBE" button and a "privacy policy" link.

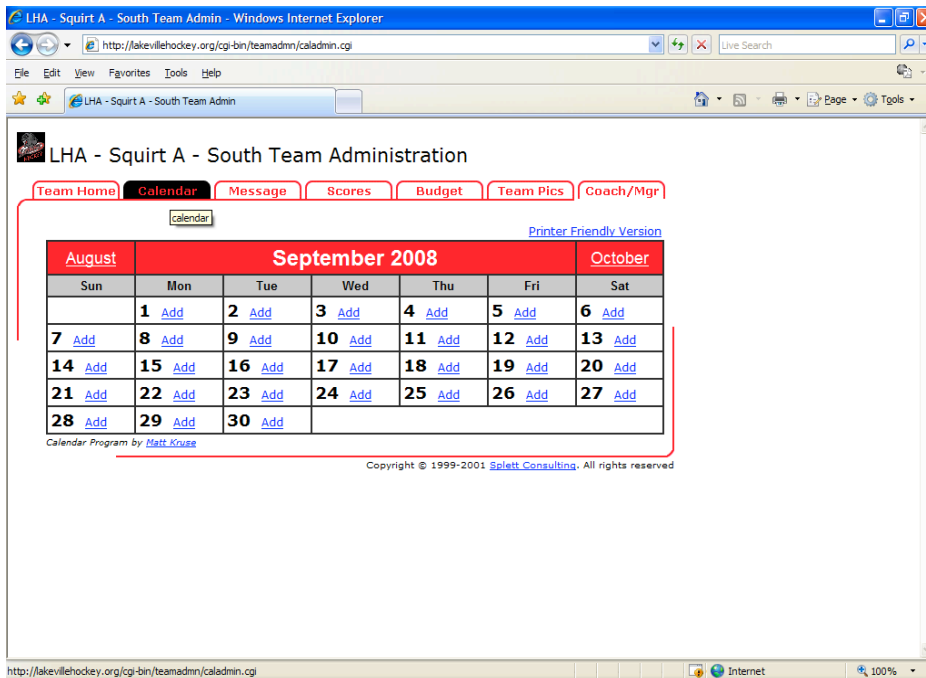
- Click on ADMIN at the top right corner of the team's Home Page to get to the sign-in screen.
- Input your user name and password and click OK. This will bring you to the administration page for your team.



- From the administration page, you can navigate throughout the input screens with the tabs at the top of the page. Input your information as desired.
- Add coach and manager names and contact information, and click CHANGE to store the information.
- If you have information to get to the parents you can add a Coach/Manager message that will update to the team home page and send an email to the parents. Parents must register their email address on the page in order to receive these emails. There is also an option to update the home page without sending out an e-mail. Add your information and click UPDATE to save and send.



- The SCORES tab on your home page allows you to keep track of your team's win/loss record. Enter the date, type of game, opponent and score. Click ADD SCORE to save the information. If you make a mistake you can restart, change or delete the information you have entered.
- LHA's website allows you to enter generic pictures on your team webpage. The picture will need to be on the computer that you are using or on a flash drive or a picture CD.
 - Click BROWSE to find the picture file. Click on the file to select it and then click UPLOAD PICTURE. If you receive an error message, read the tips and restrictions in regards to size and format for the picture that you would like to upload.
 - LHA is very concerned about children's privacy. The coaches and managers need to strictly adhere to the wishes of the parents. If you plan to publish ANY pictures in the community newspaper, Let's Play Hockey or LHA's website, get a written authorization from the parents prior to submission to any publication.
 - Ask your parents to add their e-mail address to the e-mail notification on the bottom of your team home page. This will ensure they receive any new messages. This WON'T automatically notify them of any calendar changes. You will need to e-mail your team directly, every time you make a change on your team calendar.
- Ask your parents to check their e-mail and team calendar daily to ensure they have the latest information and are aware of any changes that have been made.



- Click ADD to enter the information on your calendar including date, time, type, place (location) and description. Click on ADD to save the information.
- You are responsible for uploading your calendar with your teams allocated ice hours.

Player & Parent Laminated Wallet Cards

Informational wallet cards can be developed as a handy reference for player and parent names and numbers. A wallet card template has been included within the manager handbook. Input information into template, print, laminate, and distribute a couple cards to each family.

Jerseys & Warm-ups

LHA will handle the ordering of jerseys and socks. You will receive an e-mail when they are available for pick-up.

Warm ups are up to the discretion of each family. Players are strongly recommended to have a warm up, but it is not required.

Collecting Payments

You will be responsible for collecting payments according to your team budget from parents.

- In the event you may have a disgruntled parent or someone unable or unwilling to make a payment, refer them to the LHA Treasurer. The LHA Treasurer is available to assist you with these delicate financial situations.

Paying Invoices

You will be given invoices for first and second half ice payments due for your team's hours by the LHA Treasurer. The ice usage by team will be reported on a monthly basis throughout the season from the Ice Director to the Treasurer. A team invoice will then be generated and the invoices will be distributed via e-mail to the team manager. It is a good idea to reconcile monthly with the Ice Director to stay current on your team's usage.

Meetings

First Meeting/Phone Call with Head Coach

It is best that you and your head coach discuss expectations of your role before the season starts. This will create alignment of expectations and eliminate communication breakdowns once the season has begun. Most coaches want to do all of the work ON the ice and have the manager do all of the work OFF of the ice. Discuss if the coach wants you to attend the District 8 Game Scheduling Meeting.

Attend LHA Manager Meeting

This is a **mandatory** meeting that will outline many of the topics covered in this handbook. The meeting will help you with the basics on starting out the season. **You must attend in order to be credited for your volunteer hours.**

Parent Meeting/Party

Schedule a parent information meeting and/or party to introduce yourself and the coaches to the parents. Go over the team budget, tournaments, jerseys, and get the contact information for the parents i.e. address, home phone, work phone, cell phone and emergency contact information. Most of the Parent/Player information can be collected on a master tracking sheet that you may keep in your book for future reference. Your coach will also want to provide an overview of expectations for the season at this meeting. This is also a good time to circulate a volunteer schedule to solicit volunteers that will be needed throughout the season.

Players Meeting

The Head Coach will facilitate the player meeting as an opportunity for the players and coaches to meet one another and establish expectations for the season. Your coach may ask that you help coordinate the date and meeting room. The Ames conference room is available for such meetings and can be booked by calling Ames directly to reserve the room.

Team Registration / Official Roster

You will be responsible for ensuring all information required for team registration is compiled and provided to the LHA Registrar. This will ensure your team has their Official Roster prior to any tournament or league play.

- E-mail the LHA Registrar all of the player's names on your team. (You will receive more information on this in your file at the Ames Arena.)
- The LHA Registrar will place a printed roster in your team folder at Ames.
 - Review the roster for player information accuracy
 - Each player must sign the roster next to their name
 - Return the roster to the Registrar's file in Ames Rink 1 in the gray cabinet marked Registrar, along with the following:
 - a completed criminal background check form for you and all of the coaches and managers – this form can be found on the LHA website
 - NOT NEEDED for 2011-2012 - a copy of each coach's current CEP card front & back.

- ALL of the paperwork must be turned in before a roster can be submitted to the district for finalization. If there is missing paperwork a player or coach may be deleted from the roster.

All Mite teams must have an official roster, which includes birth certificates and coaches background checks, as well as the background check forms for the managers. The LHA Registrar will produce the roster and have it verified by District 8.

Communications

Mouth Guards

Arnold Orthodontics, Cosmopolitan Orthodontics and Lakeville Orthodontics have all been gracious enough to offer custom-made mouth guards to the players through LHA. Each orthodontic office has their own procedures for providing the mouthguards, so keep an eye on the LHA website for the specific details for each provider. It is your job to notify the players and parents when this will occur. Mouth guards are mandatory for every player at every level within LHA.

Concessions schedule

Concession Duty is Mandatory for every team and every parent. You will receive your schedule from the Concession Manager. She will try and coordinate it so that your team is not out of town at a Tournament but there is a possibility that it may conflict with a game.

- Once you have your schedule, divide the shifts into manageable shifts i.e. 3-5 hours and make a sign-up sheet for all of your parents.
- Provide 2 copies of the completed schedule, including contact information, to the Concession Manager – one for her records and the other to be posted in the concession stand during your scheduled dates.
- Head Coaches are not required to participate in Concession Stand Duty. If a parent will be out of town or has another conflict they may be able to swap shifts with another team.
- High school games are very busy. The Concession Manager will tell you if a High School game is scheduled during your allotted timeframe so you can schedule additional volunteers.
- Have parents show up 15 minutes before the concession stand is to open so they will have time to set-up. The directions are posted in the concession stand for duties and procedures.
- If your team does not show up to work the concession stand shift your team will be fined.

Understand Hardship Fund

Please contact the LHA Treasurer for processing.

Season

Manage Team Calendar

You will need to add, delete and make changes to your team calendar several times a week. Every time you add a scrimmage, a practice or any other change, you need to inform your parents.

Track Planned Absences and Communicate to Coach

Ask parents to let you and/or the coach know if their player will be missing any practices. Consolidate this on a spreadsheet and communicate this to the Head Coach as absences may affect their practice plan.

Midseason Evaluations

You will receive midseason evaluations in your file folder at Ames. Give these to the Head Coach to complete and ask if they want you to coordinate a mid-season evaluation schedule for parents/players.

Outdoor Ice Schedule

Outdoor ice will usually begin around mid December (weather permitting) and run through mid February. Once the delegated rinks and hours for LHA are determined by Park and Recreation personnel, a rotation for outdoor ice hours is determined based on priority given to the Ice Director from the HDC. The outdoor ice will be added to your team calendars the same way all other practice ice is allocated. If your team will not have a need for outdoor ice, please email the Ice Director with that information.

Schedule Additional Outdoor Ice

Requests for additional outdoor ice can be made by e-mailing the Ice Director on a first come, first serve basis. There are typically more hours available during weekends.

Picking Up Extra Ice

Most coaches like as much ice as possible. It is best to over budget ice time by 10-20 hours. You will be required to find extra ice if your coach requests it. Ask the LHA Ice Director about ice availability first. If there isn't any, then go to rinkfinder.com and check for any availability there. You may want to check with other teams in LHA to see if they are willing to share an hour of ice. Let the Ice Director know if you are sharing, or if you are paying them back with an hour of your solo ice.

USA Hockey Case Report and Accident Insurance

If an accident occurs with a player on the team, please see the following links and proceed with documenting the incident.

http://www.usahockey.com/Template_Usahockey.aspx?NAV=AU_06&id=28838

http://www.usahockey.com//Template_Usahockey.aspx?NAV=AU_06&ID=28832

Season Close

Confirm All Invoices Have Been Paid

Confirm with the Ice Director and the LHA Treasurer that all of your bills have been paid and no additional money is owed.

Collect Final Payment or Issue Refund

Careful planning at the beginning of the season should help alleviate the need to ask parents for additional money near the end. Sometimes different circumstances arise where you need more ice than planned, and you will need to collect more money from your team. When all of your bills have been paid, if you have a surplus of money, each family should be given a refund

Turn in Team Final Payment to LHA Treasurer

If your team has added any more ice, you will receive an additional bill from the LHA Treasurer at the end of the season. Some teams require additional ice in order to prepare for Districts, Regions and/or State.

Return Pucks & Jerseys

Pucks and jerseys need to be returned to the Equipment Director. Communicate with your coach if he/she wants to be responsible for this, or if they want you to do it.

Team Party

Team parties are a great way to end the season. Ask at the beginning of the season if there are 3 or 4 parents willing to assist in the planning. Parties can be at someone's house or a restaurant. Many restaurants/golf courses/hotels have banquet rooms that you can use. Be creative! Ask your coach if he wants any kind of plaque, trophy, or anything to hand out to the kids at the party. (You will need to order these approx 2 weeks in advance.) Check to see if they have a microphone as most coaches like to do an end of the season presentation. You may want to order a cake or cupcakes. This is also a great time to hand out the coaches gifts if your team has chosen to do so.

Coaches Appreciation Gifts

It is up to each individual team if they would like to give the head coach and assistant coaches appreciation gifts at the end of the season. Discuss this with your parents at the beginning of the season and make sure you include it in your team budget.

Memory Books/DVD

Many parents like to work on memory books or DVD's to give to the kids at the end of the season. You may also assign one family responsible to filming/pictures one game per season for the "Team DVD". This ensures that "highlights" are team orientated rather than slanted to one family. Check with

your parents at the beginning of the season to see if they have interest in doing so. Plan to get together near the end of the season to share photos and work on the books. The cost of printing can get high, so plan accordingly in your budget.

Communicate Coach Evaluation Process

It is critical that you communicate to your parents the need to fill out the year end coach evaluation forms. It is the only way to keep quality coaches in LHA. You will receive an e-mail near the end of the season to send to your parents. Assure them that it is confidential. You may want to send it out twice as a reminder.

Contact Information

LHA

LHA	www.lakevillehockey.org
Ice Director	icedirector@lakevillehockey.org
Assoc. Manager	associationmanager@lakevillehockey.org

Vendors

Check with sponsorship director to see if vendors would like to pay to advertise their services in the handbook.

Information Sources

District 8	www.stickstats.com/district8
USA Hockey	www.usahockey.com
RinkFinder	www.rinkfinder.com