



REP MANAGERS GUIDE

Team Snap

Game Jerseys & Socks

Jersey Inventory

Practice Jerseys

Team Staff Positions

Rep Fees

Rep Team Bank Accounts

AP Players

Extra Ice Requests

Fundraising

Special Event Sanctioning

Team Apparel

Hotel Booking & Rooming Logistics

Meals

Transportation & Busses

Parent Drives

Travel Itinerary

Hisports

Exhibition & League Games

Safety

HCSP

Parent Concerns/Complaints



REP MANAGERS GUIDE

TEAM SNAP

- Team Snap is your communication tool for coaches, players and parents.
- All league games and tournament games need to be added to team snap and updated as necessary.
- Assignments for home games, keeping track of team fees, emails and important information can be communicated here.

GAME JERSEYS & SOCKS

- Contact equipment@pgmha.com to schedule pick up of game jerseys and socks. You will need jersey for your icebreaker tournament.
- Assign 2 parents to be Jersey parents (1 for home set, 1 for away set)
 - Jerseys washed following every game (wash in cold, hang to dry)
 - These parents are also responsible to ensure jerseys are at every game
 - Always have both sets of jerseys at each game as you never know opposing colours & at times you may need to switch last minute.
- Game socks are also issued by PGMHA equipment manager – PGMHA will direct bill team for what has been issued.

JERSEY INVENTORY

- It helps to document or create a spreadsheet of the jerseys (numbers) that you were given to at the start of the season.
- Track the Following:
 - Player and jersey number
 - Sizes
 - Spare Jerseys
 - Document damage to jersey prior to handing out (i.e., Strings missing, etc.)
 - AP'd player jersey numbers

PRACTICE JERSEYS

- Contact PGMHA Equipment manager to arrange pick up of practice jerseys
- PGMHA will bill the team directly for # of practice jerseys issued



TEAM STAFF POSITIONS

Once the Head Coach is appointed, they will choose their supporting staff to be approved by the PGMHA board.

- One manager (cannot be a relative of head coach)
- One HCSP – PGMHA will cover the cost of course upon completion – email payment@pgmha.com
- Up to 2 assistant coaches
- Treasurer (cannot be a relative of ANY team staff - should be appointed and approved soon after the team manager to gain access to the bank account and manage the team financials as quickly as possible.

Neither the manager nor the HCSP can participate as an assistant coach unless they have appropriate coaching certification.

Other Team Staff Possibilities:

- Jersey Designate
- Fundraising Coordinator
- Tournament Coordinator
- Food/Cooler Designate

REP FEES

- Have players complete the carding form (to roster players to the team)
- All other team staff to complete a form as well (Head Coach, Asst Coach Manager & HCSP)
- Submit all forms along with payment to PGMHA office prior to 1st league game or tournament
- Monthly player rep fees are paid to the team treasurer

REP TEAM BANK ACCOUNTS

- Contact PGMHA office payment@pgmha.com to get information on establishing the team bank account.
- 2 signors will be required:
 - Manager
 - Treasurer
- Both signors will need to go to branch to sign papers, get bank card (for online banking access only) and cheque book
 - Extra cheque may be available in PGMHA office if needed.
- Payments for any fees, etc. can be made via cheque, cash or e-transfer.



- Team budget must be submitted to PGMHA each month
- Sample Budget Attached



Tier 1 Budget.xlsx

AP PLAYERS

- Deadline for Affiliate Players is **November 1**
- Complete Affiliate Player (AP) form & submit to PGMHA office for processing.
- Consult with Director of Hockey Operations & Specific player being AP current Head Coach to confirm
- Check PGMHA policy book for details on the allowable games per season, practice attendance, etc.

EXTRA ICE REQUEST

- Each team has their assigned amount and time slot for ice
- If an extra ice slot becomes available, the time slot will be emailed to all teams and will be on a first come first serve bases but once you have an extra slot you are not available again until everyone has had one or the time is passed on by the other teams
- You can privately rent ice, but it will not be paid for by PGMHA or through team funds and is not mandatory to attend

FUNDRAISING

- Each team will be included in the PGMHA Rep Raffle, and this is mandatory for all Rep/Development teams to participate in
- Special Event Sanctioning is required for all fundraising efforts
- Surplus fundraising dollars can't exceed team costs or dues. Any extra funds raised will be donated to PGMHA. (Hockey is non-profit therefore parents can't earn extra money back for fundraising efforts)
- Fundraising ideas: (remember to get special sanctioning)
 - bottle drives
 - silent auctions (no gaming licenses are required)
 - meat fundraisers
 - pub nights
- Gaming licenses are required for 50/50 draws



SPECIAL EVENT SANCTIONING

- ALL team events require sanctioning. Meals, fundraising, team building and dryland activities. This ensure all participants and team staff are covered by the association's insurance.
- Must be submitted 10 days prior to event.
- [Special Event Sanction Form](#) (fillable)

TEAM APPAREL

- Mandatory for all teams. No additions or subtractions to the apparel package.
 - Winter coat
 - Track Pant
 - Hoody
 - Workout Shirt
 - Workout Short
 - Hat
 - Toque
 - Long Sleeve Polo
 - Practice Jersey
 - Game Socks
 - Pant Shell
 - Hockey Bag

HOTEL BOOKING

- If Player Rooming: - Have Hotel Block enough rooms for specifics mentioned below. These rooms will all be held & paid for together by the team.
 - **If travelling by Bus, you MUST book a room for bus driver. The team covers the cost of the bus driver room**
 - 4 players per room
 - 1 Head Coach Room - check PGMHA policy for coverage based on travel mode, parent vs non-parent etc.
 - 1 Asst Coach Room- check PGMHA policy for coverage based on travel mode, parent vs non-parent etc.
 - HCSP Room - check PGMHA policy for coverage based on travel mode, parent vs non-parent etc.
 - Manager Room – check PGMHA policy for coverage based on travel mode, parent vs non-parent etc.



- Player Rooming logistics
 - Team Staff to determine room assignments & advise players upon arrival to hotel
 - Try to evenly split up 1st yr vs 2nd yr players
 - Assign a Room Leader (i.e.: split up the team Captains & Assistant Captain's). This Leader is to ensure players are up on time & where they need to be. Rooms are left clean.
 - Cell phones collected at night by either Manager / Coach – returned to players the next day.
- Determine if parents will be travelling with team either by bus or personal vehicles. Request hotels create a separate Block of rooms for parents. The hotel will provide you the BLOCK # & parents can then call & reserve their own room from the block by a specific date. If you have 17 players book 17 parent rooms just to be safe. Email parents block info so they can call & book.
- When booking rooms ask hotel if there is a breakfast room available to use for meals (Catered dinners etc.)
- When booking ask hotel if they can provide complimentary equipment room for players to store gear bags
- Try to book at hotels that offer continental breakfast and check website for hotel sponsors
 - Kelowna – Best Western Plus

MEALS

- Breakfast – Try to book at hotel offering continental breakfast
 - If not available either book in at hotel restaurant if available (pre-book the times for each morning to avoid delays)
 - Bring food to feed players (toast, yogurt, bagels, individual cereal boxes, fruit trays, jam, peanut butter)
- Lunch
 - Depending on game times /schedules either bring food (wraps, lunch meat, fruit tray, veggie tray, etc.) – You can often set up in a foyer at arena to feed players between games
 - Skip the Dishes – Great option to have delivered right to the arena or the hotel
 - You can book meals ahead of time for specific delivery time.
 - Edo, Booster Juice, Greek are great options players like
- Dinner
 - Catered meal delivered to hotel. Avoids having to get players organized & to a restaurant. Can order Greek meals, lasagna, spaghetti, Turkey Dinners etc.
 - Organize with caterer beforehand & confirm delivery times etc.



- Skip the Dishes – delivered to the hotel.
- Bus Trips home – Skip the dishes is great option to get pizza delivered to the arena as you are loading the bus & departing back to PG.
- Snacks
- Bus Meals – on travel days a good option is to have players bring their lunch and snacks

TRANSPORTATION / BUSES

- Contact Kathy McMillan – Pacific Western Transport
 - kathy@pgtransit.pwt.ca
 - 250-563-6665
- Provide departure date, destination, return date & ask for quote on cost
- Once quote received, confirm booking
- 1 week prior to travel email Kathy McMillan with itinerary (departure time & location i.e.: bus loading at 6am CN Centre parking lot, departing at 6:30am)

PARENT DRIVES

- Special permission, as well as a drivers abstract, criminal record check and copy of insurance is required to chaperone any child not your own. These steps take time and should be completed a week prior to travel
- [PGMHA Travel Permission Form](#) (fillable)

TRAVEL ITINERAY

- Create an itinerary of the weekend & send out to parents a few days in advance of travel. This will give parents an idea of what is doing on for the weekend & will reduce questions.
- *Sample itinerary*



ITINERARY.docx

HISPORTS

- All scorekeeping is done through hisports.app
- Manager and coaches need access (login info for hisports)
- responsible for finalizing rosters prior to game time. Your opposing team will also need to finalize their rosters. AP's need to be added, goalie needs to be selected, suspensions, scratches, etc.



- Exhibition games and other games not scheduled need to be added by the PGMHA scheduler. This is done through hisport@pgmha.com. The scheduler will need the following information:
 - Teams playing
 - HCR numbers for both teams
 - Home team
 - Time of game
 - Rink location
- Once game is created you will need the game number to score keep (game number is 5 digits)
- Provide game number to both the home team manager and the away team manager once game is created
- To access your games, keep track of your game numbers.
 - Scorekeepers need game number to access the game for game time
- Jersey numbers/positions/C's and A's etc. can be added to the HCR roster for future games
 - Roster tab should access your team to make these permanent entries
- Scorekeepers' login to Hisports and select scorekeeper button

EXHIBITION & LEAGUE GAMES

- Double Check referees are aware of your games
 - Rob Connelly: officials@pgmha.com
 - [Referee Request](#) (fillable)
- Double check Hi-sport to ensure your games are online as well as your ice times to ensure nothing has changed

SAFETY

- **MONTHLY REPORTS**
- **INJURY REPORT SUBMISSION TO HOCKEY CANADA**
- **FIRST AID SAFETY BAG**
- **TEAM BAG**
 - Tylenol / Advil
 - Ice Packs
 - Icy Hot
 - Hair Elastics



- Female Personal Hygiene Products

HCSP

[HC Player Medical Information Form](#) (fillable)

[HC Player Injury Log](#)

[HC Injury Report Form](#) (fillable)

[HC Return to Play](#) (fillable)

PARENT CONCERNS/COMPLAINTS:

- **Process:**
 - Player talks to coach / assistant coach
 - Parent talk to manager / coach
 - Parent talk to manager and supervisor
 - Refer to PGMHA grievance policy

- **24-hour Rule**
 - Encourage parents to wait 24 hours to deal with coach/player issues
 - Ask families to speak to their children before a complaint is made to ensure they have the whole story (i.e., being 'sat' when actually was injured)
 - If a meeting is required parents are to go through the process as above

