*BROCK MINOR HOCKEY ASSOCIATION INC.*

**OPERATIONS GUIDE**

# Overview

The Operations guide is designed to help govern the day-to-day operations of the BMHA. It is meant as a guideline for members, player and the executive body to provide consistency to operations.

The areas covered in this document include:

1. Team Management
2. Team Conduct
3. BMHA Code of Conduct
4. Team Concerns and Complaint Procedures
5. Financial Management
6. Ice Allocation
7. BMHA Support Staff

# A) Team Management

## Player Volunteers

Players who are registered with BMHA, who wish to assist with other teams must be at least two age divisions above the team they are requesting to assist. Such request must be approved by the Executive.

## Criminal Reference Checks

1. All team officials are required to provide an initial criminal reference check.
2. All appointments and volunteer approvals are subject to a satisfactory criminal reference check. In subsequent years, team officials that have previously provided a satisfactory criminal reference check will need only to sign an offence declaration. A new criminal reference check will be required every 4 years.
3. The cost of the criminal reference checks will be reimbursed by the BMHA, provided a valid and then- current receipt is presented.

## Gate Passes

Each team will be issued up to five (5) “officials” cards for the head coach, trainer, manager, assistant coach and either another assistant coach or assistant trainer.

**Certification**

All team staff must have valid certificates, as per OMHA policy, for the position they are rostered for.

## Head Coach

1. Shall be the senior official of their team
2. Shall ensure that any direction or policy made by the Executive is communicated to the players, parents or guardians.
3. Coordinate player evaluation and player selection.
4. Shall be responsible for their players conduct on and off the ice while at any arena when their team is actually participating in any practice, game or tournament.
5. Shall be responsible for the equipment which belongs to the Association. Game sweaters should remain with the coaches and shall not be used in practices.
6. Shall be informative and instructive to all players.
7. Shall do their best to give players an equal opportunity to prove their ability.
8. Shall answer all parent or guardian questions or refer such questions to the Executive, but must see that any and all questions are answered.
9. Shall follow the rules set out for the OMHA and Three County hockey leagues.

## Qualifications

1. Strong hockey background in playing, coaching and evaluating.
2. Strong interest and commitment to player development and fair play.
3. Ability to work with fellow coaching personnel.
4. Ability to communicate on and off ice with players, parents or guardians.
5. Availability as to time requirements.
6. Certification as per BMHA and OMHA guidelines.

## Selection

p) Appointed via application and subsequent recommendation by the Coach’s Selection Committee and subsequently approved by the BMHA Executive.

## Assistant Coach

1. Assist with player evaluation and the player selection process.
2. Assist with the operation of the team during practices and games.
3. Assist with the supervision of players both on and off the ice.
4. Stand in for the Head Coach as required.
5. Shall be informative and instructive to all players.
6. Assist the Head Coach in answering all parent or guardian questions.
7. Shall follow the rules set out for the OMHA and Three County hockey leagues.

## Qualifications

1. Strong hockey background in playing, coaching and evaluating.
2. Strong interest and commitment to player development and fair play.
3. Ability to work with fellow coaching personnel.
4. Ability to communicate on and off ice with players, parents or guardians.
5. Availability as to time requirements.
6. Certification as per BMHA and OMHA guidelines.

**Selection**

1. Appointed by the Head Coach.

## Manager

BMHA requires that each team have a Manager.

1. This individual will work with the coaching staff and parents or guardians to oversee the administration of the team.
2. To ensure the smooth operation of the team and allow the coaches to concentrate on the on-ice activities.
3. Liaison between the coaches and parents or guardians.
4. Administering team monies and organizing team fundraising with proper approvals.
5. Appointing a telephone person to relay ice times to parents.
6. Working with the coach and parents or guardians on planning any other team activities.

## Qualifications

1. Strong organizational skills.
2. Strong hockey background.
3. Strong interest and commitment to player development and fair play.
4. Ability to work with fellow coaching personnel.
5. Ability to communicate on and off ice with players, parents or guardians.
6. Availability as to time requirements.
7. Certification as per BMHA and OMHA guidelines.

**Selection**

1. Appointed by the Head Coach.

## Trainer

1. Reports all injuries as per OMHA and BMHA policies.
2. Conduct pre and post game stretching sessions.
3. Administers first aid needs during the course of practices and games.
4. Administers removal and return to play procedures per OMHA and BMHA policy.
5. Files player medial information sheets for each player on the team.
6. Reports directly to the Head Coach.
7. Other duties as required.

## Qualifications

1. Must hold a valid HTCP certificate.
2. Strong hockey background.
3. Strong interest and commitment to child development.
4. Ability to communicate with team officials, players, parents or guardian and medical personnel.

## Selection

l) Appointed by the Head Coach.

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# B) Team Conduct

1. Team officials are responsible for team conduct in arenas prior to and after games or practices.
2. Players should not be left unattended in dressing rooms for any length of time. There should be two (2) Team officials or one (1) Team official and one (1) adult in the dressing room at all times while there are players in the room. Discretion should be exercised in avoiding one on one situations between Team officials and players.
3. Radios, CD players, IPod’s etc. are allowed in the dressing rooms provided discretion is exercised with respect to volume and content.
4. The referee’s room is out of bounds before and after games for Team officials, players and parents or guardians.

## Equipment

1. Full equipment must be worn by all players for all practices and games. This is both for safety and insurance reasons.
2. All on-ice players and staff are required by the OMHA to wear helmets properly secured. Failure to do so will result in immediate removal from the ice, and subsequent discipline by the Head Coach.
3. Repeat offences should be reported to the Executive for additional discipline.
4. Players must at all times, wear approved neck guards and mouth guards and helmets. Failure to do so is subject to disciplinary actions described above.

## Games

1. Please ensure that game sheets are filled out completely and correctly.
2. Ensure suspended players and bench staff are identified.
3. BMHA will supply the on-ice officials, gate keeper, and time keepers for exhibition, league and playoff games.
4. All teams shall report any major penalties or misconducts received by any player or team official to the 1st Vice President (OMHA) or 2nd Vice President (3 county) within 24 hours after the game. It is also requested that a follow-up email is sent.

## Exhibition Games

1. Teams MUST receive permission from the OMHA or Three County before playing any exhibition games.
2. Requests must be submitted to the BMHA through the 1st Vice President (OMHA) or 2nd Vice President (3 county).
3. The 1st Vice President (OMHA) or 2nd Vice President (3 county) will report to the OMHA or Three County at least 48 hours prior to the game time.

## Tournaments

1. League games and playoff take precedence over tournaments.
2. All tournaments must be approved by the OMHA and have approval of the 1st Vice President (OMHA) or the 2nd Vice President (3 county)
3. The BMHA will provide a cheque for payment of tournament fees for any BMHA team to enter a tournament. The fee must be repaid in full within 1 week of the completion of the tournament unless other arrangements have been submitted in writing and approved by the President. Failure to do so will result in the suspension of the team from all practices and games, until the fee is recovered.

## Player or Team Official Suspensions

1. Team management is responsible to report ALL suspensions received by players and or team officials on game sheets until the suspension is served.
2. Do not ask the referee’s advice as it relates to suspensions.
3. If uncertain as to the ruling, call the First Vice President or Second Vice President or consult the OMHA

Manual of Operations as to the terms of the suspension.

1. If a player or team official does not serve a penalty in a league game, the penalty becomes more severe.
2. It is the responsibility of the Head Coach to ensure all players are eligible to play each game. Should any coach ice an ineligible player the Head coach will receive a 3 game suspension. The Executive may, at their sole discretion, impose a further penalty based on the severity of the infraction, or based on repeated infractions.

## Player Eligibility

1. All players must be registered online to be eligible for tryouts.
2. Players must reside in the BMHA drawing area as established by the OMHA.
3. An OMHA player shall play in his proper age category. The proper age is defined as the age the player will attain on or before December 31st in that playing year.
4. Players requesting to be advanced to another level must submit such a request and rationale in writing to the Executive prior to the tryouts of that year. Each request will be examined on an individual basis.
5. Such permission will only be considered for approval by the Executive if that player is deemed exceptional in skills and development and is capable of playing at the higher level AND where the number of registered players permits such a move.

## Parent Request

a) Parents with special requests for placement of players on specific teams must submit such a request in writing to the Executive within 1 week of team selection.

## Team/Player Selection

1. When icing OMHA teams, it is the policy of the BMHA to ensure that players are selected based on their individual skills and abilities, in an effort to maximize player development, whether this is players in our area or players from other centers which have received the appropriate releases.
2. It is the policy of the BMHA that players attend a minimum of one try-out to be considered for a select team. A player must attend the spring try-outs to be invited to fall try-outs for the OMHA teams.
3. Should a player not be able to attend a tryout due to illness, or other reason, or move into the BMHA area after the tryouts were held, that player may submit a request to the Executive in writing, asking to be considered for the OMHA team.
4. No player shall be displaced from the team that they are assigned to if a player is added to the team.
5. Tryouts are to be conducted in such a manner that will allow coaches to evaluate players and may include but not limited to; drills, scrimmage and player interviews.
6. The selection of the players for OMHA teams will be the decision of the assigned OMHA coach, and their coaching staff.
7. Final team lists for OMHA teams will be posted no later than 8:00pm on the day after final tryouts.
8. Senior Teams (Bantam and Midget) will be notified, in person, by the coaching staff on the final tryout day. This will be a brief private meeting between each player and the coaching staff. Parents are not invited to this meeting
9. Any parent or player wishing to receive a personal comment from the coaching staff regarding their tryout performance or to register a complaint about the decision, shall submit this request in writing to the Executive with 7 days of the final tryout date.

## Affiliated Players (AP’s)

1. All teams are encouraged to submit an AP list.
2. The AP being called up MUST be on the approved AP list.
3. The AP must be identified on the game sheet as an “AP”.

## Use of AP’s

1. During the regular season and playoffs, a player can be called up as an AP at any time so long as it does not conflict with the schedule of the team the player is primarily registered with.
2. AP’s are NOT to be used to sit out a regular player who is otherwise fit and eligible to play.
3. An AP player may only be called up to fill in when injury, suspension, or absenteeism prevents the team from icing 2 full lines for Novice – PeeWee and 3 full lines for Bantam - Midget.
4. Goalies are exempt from the policy outlined above; however a goalie cannot be called up and play in place of the regular goalie that it otherwise fit and eligible to play, unless in certain circumstances, such a request is approved by the Executive.
5. If a coach is found in contempt of the AP rule, the coach will be asked to provide a report to the Executive at the next scheduled Executive Meeting for discussion and resolution.
6. It is the responsibility of the Head Coach to ensure that all AP players are rotated on an equal basis.

### Parent Meetings

1. All teams will have a parent meeting once the team roster has been set. Failure to have a parent meeting within the first full week of ice will result in team suspension until a meeting has been completed. The initial meeting will clarify items, but is not limited to;
   1. Player ice time during regular season games, tournaments and playoffs.
   2. Planned tournaments
   3. Expectations (player conduct, dress code, etc.)
   4. BMHA Code of Conduct
   5. Player positions as determined by the team management.
   6. 24 hour rule.
2. An Executive member will attempt to attend all parent meetings.

### Injuries

1. An OMHA case report and injury form must be completed and forwarded to the First Vice President as soon as possible so as not to hold up the claim.
2. A copy of the game sheet must accompany the case report and injury form if the injury occurred during a game.
3. Players must submit a doctor’s note to return to skate or play with the team after an injury.
4. In the absence of a doctor’s note, a waiver signed by the parents, absolving the Team officials and BMHA for this injury, can be submitted.
5. Each injury will require a new doctor’s note or waiver.

### Insurance Claims

1. In the event of a serious injury, notify the BMHA as soon as possible, by contacting the First Vice President or Second Vice President.
2. For all injuries and dental claims, the following must be completed:
   1. Copy of game sheet.
   2. Injury claim form.
   3. Trainer’s form (case report).
   4. Any necessary receipts.
3. Ambulance charges are not covered by insurance.
4. Failure to do the above will delay the processing of the claim.
5. It is the Manager’s responsibility to forward the completed forms to the First Vice President or Second Vice President.

# C) BMHA Code of Conduct

## Sportsmanship

1. Good sportsmanship is expected and required by all players, parents or guardians, team officials and spectators.
2. All Association, league, and Hockey Canada rules and regulations will be strictly enforced.
3. All players will treat their own teammates and opponents with respect.
4. Players will NOT criticize their teammates, but will be courteous, supportive and cheer them on in a positive manner.
5. Parents will not focus on winning or losing, but rather the growth and development of their child.

## Appropriate Conduct/Alcohol

1. The use of profanity by any player, parent or guardian, or team official is viewed as a breach of the code of conduct, and subject to suspension.
2. There should be no consumption of alcoholic beverages or any illicit drugs by players, parents or guardians, or team officials in or around the arena while representing the BMHA. Any person in breach of this rule is subject to suspension.

## Ice Resurfacing

1. When the ice is being resurfaced between skating sessions, no player or team official shall step on the ice until the resurfacing machine has left the ice and the doors closed.
2. No players are allowed on the ice until they are supervised by a team official who is present or on the ice.
3. At the conclusion of a practice or game, players are expected to leave the ice surface in an appropriate and organized manner.

## Arrival Times

1. Expected arrival times to both games and practices will be identified by each individual team. What may be appropriate at one level may not be appropriate at another level.
2. From time to time. It is understood that daily schedules do not always run according to plan, and parents or guardians do their best to have their children there on time. If you’re going to be late, please do your best to communicate to the team officials prior to arrival at the arena.
3. Players or parents or guardians who are habitually late may be asked to meet with team officials to resolve the situation. If the problem persists, a hearing may be held by the Executive for discussion and resolution.

## Planned Absences

a) Team officials are to be notified as soon as the player or parent or guardian knows that they are unable to attend any practice, game or tournament.

## Expectations of Parents or Guardians

1. Enjoy your child’s participation in sport.
2. Respect your child’s identity and let them live their own success.
3. Encourage your child to participate, work hard and listen to team officials.
4. Do not pressure your child beyond their capabilities, instead promote that doing their best is as important as winning.
5. Support the coaches and communicate any concerns directly and professionally.
6. Be involved for the good of the team.
7. Be respectful of the referees, other parents, and spectators at the arena.
8. Ensure your child has the proper protective equipment.
9. Never physically or verbally abuse a player or team official.
10. Never ridicule or yell at your child for making a mistake or losing a game.
11. Be a full time spectator with positive comments.
12. Do not coach or shout directions from the stands.
13. Do not use profanity.
14. Show a general appreciation for the volunteers who give their time to coach and teach your child.

## Expectations of Spectators

1. Do not have unrealistic expectations. Remember that the players are not professionals and cannot be judged by professional standards.
2. Be respectful of the referees, other parents, and spectators at the arena.
3. Never ridicule or yell at your child for making a mistake or losing a game.
4. Be a full time spectator with positive comments.
5. Do not coach or shout directions from the stands.
6. Do not use profanity.
7. Show a general appreciation for the volunteers who give their time to coach.
8. Remember that participants play hockey for their enjoyment, not to entertain you.

## Expectations of Players

1. Work hard and maintain your school grades.
2. Come to the arena prepared to listen to the coach’s instruction, work hard, and give 100% effort all the time.
3. Respect the team officials, referees, parents or guardians, and league officials.
4. Respect your teammates. Respect the fact that everyone has different skill, ability and a difference of opinion. Never criticize your teammates.
5. Respect your opponents.
6. Maintain a positive attitude and exhibit sportsmanship.
7. Do not use profanity.
8. Fighting or horseplay in the dressing rooms, inside or outside arena will not be tolerated.
9. Commit to attend all practices and games.
10. Participate for your enjoyment and benefit, select goals for yourself and work towards them throughout the season.
11. Have fun!

## Expectations of Team Management

1. Set an example and be a role model for the players you coach.
2. Never ridicule or yell at your players or team for making a mistake or losing a game.
3. Be reasonable in your demands on players’ time, energy and enthusiasm.
4. Ensure that all players receive the same opportunities to participate over the span of the season. Coaching requires making decisions for the betterment of the team. Be reasonable with ice time and demands on players.
5. Avoid overplaying talented players.
6. Display control, respect and professionalism while coaching.
7. Do not adopt a “win at all cost” attitude.
8. Do not play injured or sick players that have been identified.
9. Ensure the equipment and facilities meet safety standards.
10. Obtain appropriate qualifications and keep current on principals of development.
11. Avoid physical contact with players.
12. Treat all players equally and with respect.
13. Communicate freely with the other team’s coaches.
14. Treat all league officials with respect.
15. Do not use profanity or profane mannerisms.
16. Maintain an approachable atmosphere for players, parents or guardians.

## Disciplinary Actions

1. Any breach of the “Codes of Conduct”, abusive language, violent conduct, disrespect of coaches, officials, peers will not be tolerated.
2. Team officials will handle such problems with players, parents or guardians directly but if the problem continues, the team officials may request a meeting with the player/parents/guardians, team officials and the Executive.
3. It is the intention of the team officials to find an amicable resolution to all problems that may arise, but some issues may be resolved by disciplinary actions such as, suspension, loss of playing time, or removal from the team.
4. Parents that directly interfere with the running of the team or the team’s philosophy, or refuse to abide by the team’s code of conduct will be considered problematic, and requested to meet with the team officials and the Executive.
5. Any personal attack whether physical or verbal, on any player, member of team management or official will not be tolerated and the player, parent or guardian will be subject to disciplinary hearing from the Executive.

# D) Team Concerns and Complaint Procedures

Coaches have some latitude to make decisions for the best interest of the team, without fear of reprisal from parents or guardians. Team officials have the primary responsibility for resolving parent complaints. Should a player, parent, or guardian have a concern or complaint about a coaching decision or policy they must follow the resolution steps below:

Resolution steps

1. Adhere to the 24 hour rule: Take 24 hours to reflect on your concern. Often issues seem greater in the present moment but seem less important the next day. Look at the issue from other perspectives, especially the players and the coaching staff. If, after 24 hours, you or your child still have concerns, continue the complaint process.
2. Put your complaint in writing and deliver it to a team official.
3. Meet with the team management.
4. Meet with the team management and the Executive.

## Communication with Team Management

1. Parents or guardians shall not approach team officials before, during or after a practice or game for a period of 24 hours to discuss issues involving their child.
2. Congratulations and other general remarks are appropriate, but DO NOT discuss negative issues when emotions are high.
3. All players, parents or guardians, team officials are expected to communicate in a positive and professional manner, especially when dealing with sensitive issues.

# E) Financial Management

## Revenue

1. Revenue shall be derived from player registration fees, sponsorship, gate receipts, donations and approved fundraising events and projects.
2. Registration fees, sponsorship fees, gate admission shall be set annually. The registration fees and dates shall be published in the local press, on the BMHA website and emailed to members from the previous season, prior to the start of the upcoming season.
3. Registration will only be accepted online and registration fees are due in full at time of registration and can be paid by cheques or e-transfer online. If at this time full payment cannot be made, a minimum deposit of 1/3 of registration fees is required and the outstanding balance to be made in 2 equal monthly payments by post-dated cheques, with payment in full complete by September 1st of the playing year. If there are extenuating circumstances that prevent this, then an acceptable payment schedule must be approved by the President and/or Treasurer.
4. A minimum $35 NSF charge will be billed for any NSF cheques. In the case of NSF payments, all playing privileges will be suspended if the balance is not paid within 2 weeks of notification.
5. Should any money or monies be owed to the Association, registration cannot, under any circumstance, be accepted until the outstanding debt is paid in full or acceptable payment arrangements have been made and approved by the President and/or Treasurer.
6. There will be no refunds of player registration fees issued after November 1st of the current playing year unless defined in the following circumstances:
   1. A player’s injury or medical condition prohibits the player from playing (Doctor’s note will be required at player’s expense) for the balance of the current hockey season, or
   2. A player moves out of the BMHA area and is unable to complete the current hockey season, or
   3. Extenuating family circumstances as determined by the Executive.
7. Any refund request must be submitted in writing to the President or Treasurer within 30 days of the date of the circumstance.
8. All refund requests that are approved by the executive will be calculated on a pro-rata basis, less a $50 administration fee. All refunds will be provided in a timely manner.

## Needy Family Policy

The Brock Minor Hockey Association understands that hockey can be an expensive sport and sometimes limiting to those in financial need. We have partnered with an outside agency to determine if a family qualifies for financial assistance. The organization will assist families in completing forms and a determination will be made on financial need. The organization, along with the outside agency, will direct any funds allocated to needy families on a case by case basis. All information obtained through the forms and the outside agency will be strictly confidential. Please contact the President for more information about the Needy Family requirements and process.

## Banking Arrangements

1. The banking business of the BMHA, or any part thereof, shall be transacted with such bank or trust company as designated, approved or authorized by the Executive.
2. All banking business, or any part thereof, shall be transacted on the BMHA’s behalf by one or more executive members and/or other persons as the executive may delegate, approved or authorize from time to time.
3. All accounts associated with the BMHA shall not be opened in personal names.
4. The delegate(s) shall be authorized to undertake the operation of the BMHA’s accounts, the making, signing, withdrawing, accepting, endorsing, lodging, depositing or transferring of any cheques, promissory notes, drafts, acceptances, bills of exchange and orders relating to any property of the BMHA.
5. The delegate(s) may execute any required agreements relating to any such banking business and may authorize an officer of such bank to act on the BMHA’s behalf to facilitate such business.
6. All accounts will have monthly electronic or papers statements, provided by such financial institution. Any debit cards connected to the bank accounts will be for deposit or inquiry only and will not have withdrawal privileges.
7. All cheques and withdrawals require two (2) signatures. The approved signing authorities are the President and the Treasurer.

## Investments

Investment can be made, but only into a fully registered security which has a guaranteed parity, liquidity and statement features. Signing authority on this account will be both the President and Treasurer. This investment shall be decided on by a majority of votes by the executive members present, at any said executive meeting. The investment account contains monies that are to be designated, as seen fit, by the executive members.

## Financial Records

A review of the financial books of the BMHA must be conducted annually by an independent public accounting firm as appointed by the Executive, prior to the AGM, accompanied by a review engagement report submitted to the Executive and made available to the BMHA members as soon as received by the Treasurer.

The executive members will ensure that at least seven (7) years of financial records are kept intact, accessible, and in a safe and secure place. **Fiscal Year**

Unless otherwise ordered by the Executive, the fiscal year of the BMHA shall end on the 30th day of April each year.

# F) Ice Allocation

During the season. Ice will be allocated to teams as evenly as possible. It is the job of the Executive, through the ice manager, to create an ice schedule that is fair and equitable, financially responsible, and balances BMHA’s fundamental ice allocation principles. These include:

* Arena rotation – an effort should be made to balance the number of ice times each team has in all the arenas in use. Attention should also be paid to practice vs. game spaces in the arenas. A factor that may effect this decision is the composition of a particular team or the organization. If only a small percentage of a team, or the organization as a whole is represented by a particular town than this can affect the amount of ice purchased in the corresponding arena.
* AP factor – total numbers at a particular division may require that a team AP’s from another team during the season. Should this be required then an ice schedule may be affected and teams may be required to be placed back to back, etc.
* Age of team members – BMHA attempts to schedule with age as a factor. This includes factoring older age groups having weekend employment obligations.

# G) BMHA Support Staff

During the season, BMHA uses a variety of support staff in the form of volunteers and paid youth and adults. These include:

* Door persons: This is a paid position to collect entrance money at each arena. The staff selected should be mature and trust worthy and have fundamental numeracy skills. They are paid $10.00 per shift; and the shift includes setting up booth 30 minutes before game time, collecting money until puck drop of the scheduled game, counting money collected, and entering the information into the log.
* Timekeepers: They are paid $12.00 per game; and the shift includes arriving 30 minutes before game time, setting up the clock, obtaining and returning game pucks, and distributing the game sheets after the game.