



BVHS

Team Operations Guidelines

Contents

- Team Operations 3
- BVHS Flames Core Values: 3
- BVHS Strategic Objectives: 3
- BVHS Team Meetings..... 4
- BVHS Affiliation Policy 4
- BVHS Policy and Procedures..... 4
- Managers 4
- Team Expectations..... 4
- Team Roles..... 6
- Captains and Assistants 6
- Player Acknowledgements 7
- Positions..... 7
- Hockey Calgary Website Updates..... 7
- Special Event Sanctions 8
- Travel Permits 8
- Schedule Window Requests 8
- Tournaments..... 8
- Exhibition Games 9
- Team Budget..... 9
- Fundraising..... 11
- Substance Use..... 11
- Bullying..... 12

Team Operations

The BVHS Operations guideline is set out by the BVHS Board of Directors for our coaches to follow and use as a reference guide for setting up their team rules. The rules outlined in this manual are approved by the Board of Directors. The manual should be emailed to the parents and discussed at the first parents meeting. At the conclusion of the parents meeting, the coach and manager are responsible to ensure that every parent sign a copy of this document to acknowledge that they understand and accept the rules outlined in the Team Operations Guidelines manual. For the U11 – U18 teams the players are required to also sign to acknowledge that they also understand the rules set out that pertain to the players. It is highly recommended that the coach or manager keep a copy of the signed manual. We also encourage coaches to use the [BVHS Team Contract](#) that each parent, player and coach is required to sign.

BVHS Flames Core Values:

Integrity - We demand of ourselves and others to the highest ethical standards. Our conduct as parents, coaches, and players will reflect the highest standards of integrity. We will demonstrate open, honest and ethical behaviour in dealing with each other, opposition, officials and administrators.

Respect - We will respect each other, parents, officials, coaches and administrators with the up most respect.

Teamwork - We want everyone to contribute to the best of their abilities. Teamwork sustains a spirit of excitement, fulfillment, pride and passion for our team. This pride and passion enable us to succeed both on and off the ice.

Leadership - Strong leadership advances teamwork by importing a clarity of purpose and a shared sense of goals and objectives that are clearly stated and outlined within the team. We will inspire leadership skills in our players, which will make them better leaders on and off the ice.

Performance - We strive for continuous improvement in our performance. When we commit to doing something, we will do it to our best, in the most efficient and effective way.

Friendship - We will form friendships with one another, both on and off ice that will last for years to come.

BVHS Strategic Objectives:

BE LEADERS IN OUR COMMUNITY by showing our players why giving back matters.

CONTINUED PERSONAL DEVELOPMENT supporting our players, coaches and managers to grow personally through experiences on and off the ice.

BEST IN CLASS PROGRAMS offer the right programs to prepare our players to achieve their goals both on and off the ice.

MAXIMIZE PLAYER ENGAGEMENT promote an environment where everyone is fully engaged in the success of the Society.

BVHS Team Meetings

Each team is required to hold a team meeting at the start of the season. The date and time of the meeting will be scheduled by BVHS. We encourage all coaches to put together a PPT presentation to run through at your parents meeting. We have created a template that coaches can copy and or use as a reference point when creating their own parents PPT presentation. For more information on templates and resources please visit the [Team Meeting](#) section of the website.

BVHS Affiliation Policy

BVHS and Hockey Calgary have guideline on our affiliation process. For an understanding on our Affiliation Policy please reference the Affiliation Guidelines document that can be found on the [Policy and Procedures](#) section of the website.

BVHS Policy and Procedures

Please refer to [BVHS Policy and Procedures](#) section of the website to reference and or download any one of the BVHS Policy and Procedures. Prior to contacting BVHS with questions regarding a team level issue please refer to one of the Policies listed on the website.

Managers

The key to a successful season is to select an organized manager that will help assist in ensuring a successful season. For all the manager related documents including the Manager Resource Manual please visit the [Manager section of the website.](#)

Team Expectations

Player Commitment

- If you can't make a practice or game, please call the head coach or the manager 24 hrs. in advance.
- (Please have the player phone to let the coaches know that they won't be at practice as this teaches life skills)
- Coaches are encouraged to track attendance at all games, practices, team events and off-ice conditioning sessions.
- Players who consistently fail to contact the coach or team manager with a minimum of 24 hrs. notice will be given one written warning. After this warning if the issue continues the player will be sat for one period.
- Any player who misses three team events (games, practices, team building, team outing etc. will be sat for one period. Every time a player misses an additional three team events they will then sit again for another period.

- Players who miss their BVHS practices or games to take part in third party games, practices or development sessions may be sat for up to one game at the discretion of the coaching staff. No warnings need to be given out to players. BVHS teams take priority over any unsanctioned teams and or programs.

Practice and Game Itineraries

- Players are required to be at the arena 30 minutes prior to practice and 45 minutes prior games. Players who are consistently late for games or practices will be given one written warning. After one warning if the issue continues the player may be sat for one period at the discretion of the coaching staff. Coaching staff have the discretion to make alternate expectations. (exceptions will apply for the early weekday practices).
- Players should always be fully dressed with their water bottles filled, sticks taped 15 minutes prior to any ice time.
- Players should be ready to go for off-ice sessions 10 minutes prior to the start time with their water bottles filled.
- Teams are encouraged to do a pre and post workout for all games and practices. For the younger age groups and lower levels, we recommend only running a pre-game warm up.
- We ask that the parents do not come in the dressing room unless they need to. With siblings and parents in one room it gets to be overcrowded. Teams will have the coaches tie skates and help the kids with any issues they may have. The less people in the room, the better the team dynamic will become. There will always be a minimum of two coaches in the room at all times. (This applies for U11-U18 teams). For the U9 Age Group, parents should be out of the dressing room 20 minutes before each game or practice. (We prefer that no parents are in the room for the U9 Age Group but this a team level decision).

Parent and Player Expectations

- Each player, coach and parent will act in a professional and respectful manner while representing the BVHS Flames.
- We (parents, coaches and parents) will respect the facilities, opponents, officials and fellow teammates, coaches, and parents at all times.
- Any issues and or concerns will be brought forward to the team manager or coaching staff. The 24-hour rule will apply for all team related issues. Failure to follow the 24-hour rule may result in a meeting with the discipline committee.
- All team members, coaches, players and parents will follow the BVHS Issue Resolution Guideline and will adhere to the Policies within the document. The document is posted on the Policies section of the website.
- Players who do not listen while on-ice or at an off-ice session will be given one warning. If the issue continues, they will be sent off the ice to sit on the bench. Any player who is sent off the ice because of behavioural issues will have to explain to his or her parents as to why they are sitting out. The coaches are not responsible to sit with the player while they sit on the bench. The coach's responsibility is to coach the team and not spend countless hours dealing with behavioural issues.
- Players with a wheelie bag will carry their own bag in and out of the arena.
- Players who have skates on in the dressing room will not walk around unless they are going to the washroom or heading out on to the ice.
- Foods containing nuts are not allowed in the dressing rooms.

- Players are not allowed to have electronics on while in the dressing room. This includes phones, gaming devices and iPads.
- The most important rule of all is to have fun and remember it's just a game.

Team Roles

A successful season is based upon a collective group event. Each family will play an integral role within the team dynamic which will contribute to the success of the team. It is recommended that each team fills the following roles at the first parents meeting. Once the meeting has taken place send out an email to the team outlining everyone's roles and responsibilities within the team.

Roles that can be filled at the Team Level

Team Level Roles that fulfill BVHS Bond Requirements

- Head Coach
- Assistant Coaches
- Manager
- Jersey Parents

** Please note all Head Coaches, Assistant Coaches and Goalie Coaches are required to evaluate at least 12 hours during evaluations in order to be selected as a Coach*

Team Level Roles that do not fulfill BVHS Bond Requirements

- Assistant Manager
- On Ice Helpers
- Treasurer
- Fundraising Coordinator
- Assistant Fundraising Coordinator
- Tournament Coordinator
- Social Events Coordinator
- Website Manager- All teams are required to use TeamSnap
- U9-U18 - Score Clock, Game Sheet and Penalty Box Volunteers

Captains and Assistants

U9 Age Group – Captains and Assistants are not allowed at the U9 Age Group.

U11 Age Groups - For each game, coaches will rotate through the team and players will be given a C or A to wear. The C' and A's provide players with the opportunity to work on their leadership skills. The C and A's will be rotated throughout the season, giving everyone equal opportunity. Coaches who use C's and A's must keep track of who wears the letters for each game.

For U13-U18 Age Groups the coaching staff has the right to designate specific players to wear the C and or A for the season. The coaching staff should outline selection criteria and guidelines at the first parents meeting and or in writing via email.

Player Acknowledgements

Teams are encouraged to use player acknowledgements for each game. These can be anything from a Hard Hat, to Golden Jerseys etc. For U7 and U9 Age Groups, anyone who implements Player Acknowledgements must keep a record of who has received the acknowledgement. For U11-U18 players need to learn the importance of earning the acknowledgement. U11-U18 Age Group players need to earn the acknowledgements, and not every player has to be given the acknowledgement. This is a coaching staff's discretion, but for lower levels it is recommended that every player receives it at least once.

Positions

U7-U9 - These age groups play cross ice / half ice 4 on 4 therefore they do not have assigned positions. Goalies will rotate on a one game. For the U9 Age Group, players who wish to take a turn in net will each get to play during games and practices throughout the season. The goalie rotation must be equal throughout the course of the season. Second year U9 players wishing to play net in U11 DO NOT get additional turns to play net throughout the season. BVHS follows the NDJ Guidelines around goalie rotations. U9 coaches are required to track their goalie rotations as per the NDJ Guidelines.

U9 goalie gear - U9 goalie gear will be given out to BVHS Coaches at the start of the season. At the end of the season, each team is responsible to clean the goalie gear and provide proof of cleaning the gear at the time of equipment return. The cost of cleaning the U9 goalie gear is done at the expense of the U9 teams.

U11 Age Group - Coaches will rotate positions on a three-game rotation. Coaches are not permitted to deviate from the three-game rotation. Second year U11 players will designate a position in January. First year players will continue to play all positions on a three-game rotation. If a second-year player wishes to change their preferred position after January, then the coaching staff will accommodate this player's request to the best of their ability. The coaches will play the player in their desired position to prepare them for the U13 Age Group. Positions will be addressed on a player by player basis. We encourage coaches to play players in positions that give them the best chance of winning during EMHW and Playoffs. If changes to the rotation are going to be made for EMHW or Playoffs coaches should communicate these changes with the parent groups.

For U11-U18 - Goalies will rotate game by game. Coaches are encouraged to give the goalies a role during the games that they are sitting out. Coaches must rotate goalies on a game by game rotation following the Hockey Calgary rules and regulations pertaining to goalie rotations.

U13-U18 - All players designate their positions at the start of the season.

Hockey Calgary Website Updates

Each team will receive a username and password to log into the Hockey Calgary website in early October from the BVHS office staff. This is to be used for updating the website after games. The winning team is responsible for logging into the Hockey Calgary website, and updating the game sheet to the back end of the website. Hockey Calgary will send out instructions to help walk the managers through this process. It is imperative the home team updates the HC website within 24 hours. The Hockey Calgary website is all automated in the back end, and association

Presidents, League Chairs, and Administrators can login at any time to track suspensions, penalties, stats etc. As soon as a suspension offence takes place, and email goes to the HC League Chair and Governor, and once they have made a decision following the HC Suspension Guidelines the team manager and coach will receive an email outlining the player's suspension details. Please [click here](#) for the Hockey Calgary Team Users Account PDF that outlines the process on how to do everything in the HC website under your respective teams in the admin section of the website. This includes info on how to apply for a special event sanction, travel permit, tournament sanction, and schedule window request.

Special Event Sanctions

If your team is planning to do any off-ice activities, you must complete a request for a Special Event Sanction. This is done to ensure that your off-ice activities are insured through Hockey Alberta.

Travel Permits

Anytime a team leaves Zone 9 (Calgary and Springbank) you must complete and receive approval for a Travel Permit. By completing a Travel Permit request, you are ensuring that your team will be insured through Hockey Alberta.

Schedule Window Requests

Anytime teams are wanting to take part in a tournament they must complete a Schedule Window Request. Once this has been completed Hockey Calgary will not schedule your team a game on the dates within the request, and BVHS will not schedule any practices during those dates either. Failure to request the schedule window within the deadlines will result in the chance of your team having to play on those dates. For exact dates please check the [Important Dates](#) section on the Hockey Calgary website.

Tournaments

The number of tournaments and or exhibition games that the BVHS Flames wish to take part in will be discussed and decided upon at the first parent's meeting. The team will go with the majority vote. Teams must follow the guidelines set out in the Hockey Calgary Bylaws and Playing Rules. Tournament Sanction Applications are also applied for through the Team Users Page. At the conclusion of the tournament, the Tournament Host must ensure that all the game sheets are completed on the Hockey Calgary website. We have done up a BVHS Tournament Information Package Template that teams can use for their respective tournaments. Please [click here](#) to link to the BVHS Managers website where you will find a variety of information under the Tournament Templates and Information.

Exhibition Games

Any team wanting to play an exhibition game must complete an exhibition game request through the team's admin section of the HC website. Once Central Region Referees' Committee is able to confirm officials, they will approve the game and you will receive an email notification saying the game has been approved.

Team Budget

Each team must prepare a budget for the upcoming hockey season. The budget will include the proposed cash calls, as well as fundraising initiatives the team wishes to take part in. Teams must decide if all the money raised goes towards one fund or if the monies raised are allocated for each player. This needs to be addressed and documented in the team's minutes from the first meeting of the season.

The treasurer should keep all the receipts until the season has concluded.

Authority

- Each team is responsible for its own financial operations. All teams are required to have a designated team treasurer who will be appointed by the team manager. It is the responsibility of the treasurer to work with the coaches and manager to develop a team budget and base the cash call or team fundraising on the projected budget needs. The amount of money your team is attempting to raise should closely match the amount of money your treasurer has projected you will require to achieve your team goals.
- At any time, the BVHS Board can request team financial statements or authorize the BVHS treasurer to intervene on behalf of the society.

Expectations

- The team treasurer will be responsible for establishing a team bank account at the BVHS approved bank (Scotiabank Cranston). The team treasurer will have signing authority on the account. All accounts need to be emptied of all funds as of April 15. The team treasurer will be responsible to close the account at that time. The team treasurer will provide the parent group with regular financial updates including an updated budget and bank statement throughout the season. The team manager will ensure majority consensus is used to direct any expenditure.
- Any funds that are remaining in these accounts will be collected by BVHS and utilized toward offsetting the costs of BVHS hockey operations. Typically, it is used to purchase on ice equipment that all the teams will benefit from.

Benchmarks

- We have developed recommended fundraising benchmarks for teams playing at each age group level within BVHS. We recognize that some teams undertake additional commitments including out of province tournaments, added player development and training or other unique opportunities. We will continue to encourage and support our teams to provide our players these opportunities. These guidelines are not intended to limit or withhold any individual team, but rather to provide some basic guidance for coaches, managers and treasurers.

The following benchmarks are the range of approximate team costs for each age group:

| Age Group | Maximum Funds | Suggested Cash Call |
|-----------|---|---------------------------------|
| U7 | Not to exceed \$10,000, except with permission. | Suggested cash call \$100-\$200 |
| U9 | Not to exceed \$10,000, except with permission. | Suggested cash call \$150-\$200 |
| U11 | Not to exceed \$10,000, except with permission. | Suggested cash call \$200 |
| U13-U18 | Not to exceed \$10,000, except with permission. | Suggested Cash Call \$200 |

Examples of costs to include in the budget may include, but are not limited to:

- Tournament entry fees
- Additional ice time above the ice time allocated by BVHS for practice or exhibition games
- Cost of on-ice officials for exhibition play
- Team BVHS apparel
- Team social events
- Travel costs
- Player Development (i.e. Dryland Training, etc.)
- Practice Jerseys
- Year End Party/Gifts
- Bank Fees
- Website or team tracking tool fees

Fundraising

Many teams will host pub nights, bottle drives, silent auctions, meat sales, poker nights or other fundraising initiatives. Please note that any raffles organized and hosted by a team are subject to Alberta Gaming legislation. Please refer to www.aglc.ca for more information on compliance. Team managers are responsible for ensuring that their team is in compliance with all AGLC regulations. You are not permitted to use the BVHS non-profit society number or address to support any individual team raffles.

Bow Valley Hockey Society believes that all monies collected or raised at a team level are done so in good faith and should be managed and spent accordingly. Hockey is a very costly activity for many families, and we want to ensure that we are all utilizing money responsibly. The amount of fundraising to be done is to be determined by the parents of each hockey team. There is no requirement to do any fundraising, however fundraising done by the team will reduce costs to the parents to cover team expenses. Once prepared, the budget must be reviewed and approved by the parents of the players on the hockey team. The review needs to include a discussion at a parent meeting of the anticipated costs of the team and the level of fundraising and/or cash calls required to support the budget and should be approved by a majority of the team's parents. At a team meeting, the team manager should invite families who feels that a cash call is a financial hardship to contact the manager and coach in private. Where possible, the manager should attempt to reduce the stress on the affected family through installments on the cash call or through additional fundraising opportunities that the affected family can use to generate the funds. If an arrangement cannot be reached to assist the family the team manager shall contact the Manager of Hockey Operations to explore other alternatives.

Substance Use

Hockey is a healthy sport where we have a responsibility to the players, participants and the community to demonstrate and encourage healthy choices. Bow Valley Hockey Society (BVHS) has therefore developed this policy in the best interest of the health & safety of the players, participants, and the general public.

BVHS is unequivocally opposed to tobacco, alcohol and illegal drug use by any minor participants. Those parents and players and officials within the age of majority should not be consuming any such substances while representing this society. BVHS is also unequivocally opposed to the use by the players of banned and restricted substances for the purpose of performance enhancement.

Zero tolerance means that behavior contrary to that above will not be tolerated. Incidents are to be dealt with on an individual basis. All incidents are to be taken seriously and reported immediately (within 24 hours) to the Age Group Director (AGD) or Manager of Hockey Operations (MHO).

Expectations for coaches, players and parents.

- All coaches, players and parents must sign and submit their acceptance of the applicable Code of Conduct. Refer to the Team Rules Manual for more details. The coach and manager shall ensure team rules regarding alcohol use are clear, fair and consistent.
- The policies and procedures of the governing bodies, Hockey Calgary, Hockey Alberta and Hockey Canada shall be observed and followed.
- The coach has a duty to report any incidents to the AGD or in extreme situations directly to the MHO.
- BVHS urges all teams, parents and volunteers to review the Province of Alberta Liquor and Gaming Act.

Bullying

Bow Valley Hockey Society (BVHS) has a zero-tolerance policy surrounding all bullying, harassment or abuse to any of the players, coaches or officials. Reports of bullying, harassment or abuse will be looked into and offenders will be dealt with by the Manager of Hockey Operations or the BVHS Board of Directors.

Hockey Canada defines bullying as four types:

- Physical (hit or kick victims; take/damage personal property)
- Verbal (name calling; insults; constant teasing)
- Relational (try to cut off victims from social connection by convincing peers to exclude or reject a certain person)
- Cyber bullying

Within BVHS each offence will be brought forward to the Age Group Director (AGD) or Manager of Hockey Operations (MHO) who will determine the severity of the offence and determine the appropriate course of action. All offences will be kept on file for the remainder of the offender's association with BVHS

The consequences to players for incidences which are determined by BVHS to have legitimate grounds for complaint may include the following:

Level 1: Meeting with the parents, player and AGD/MHO and signing of a behaviour contract and retaking of the Respect in Sport program for the parent/guardian.

Level 2: Parent and player hearing with Executive/MHO, player suspension for up to 3 games, taking of the coach's version of the Respect in Sport for the parent/guardian.

Level 3: Parent and player hearing with the Discipline Committee and possible suspension for remainder of year or expulsion from BVHS, retaking of coach's version of the Respect in Sport for all parents/guardians. No refund of fees no matter the timeline of the year.

The following is a non-exhaustive list of examples tactics used by bullies to control their targets:

1. Written or electronic slander, posts or comments that are meant to embarrass or harm
2. Unwarranted yelling and screaming directed at the target
3. Continually criticizing the target's abilities
4. Blaming the target of the bullying for mistakes
5. Making unreasonable demands related to performance
6. Repeated insults or put downs of the target
7. Repeated threats to remove or restrict opportunities or privileges
8. Denying or discounting the targets accomplishment
9. Threats of and actual physical violence

Note: Should there be a need for police or RCMP involvement, all information will be passed to the local authorities.

For more information on bullying and prevention in minor hockey please refer to the Hockey Canada Bullying Policy by [clicking here](#).