



MANAGER HANDBOOK

Effective
September 2024

Girls Hockey Calgary Association (GHC)
Great Plains Recreational Facility
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T2C 4S9 Canada

girlshockeycalgary.com

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Welcome

Thank you for agreeing to be the Team Manager!

The Team Manager is an integral part of a successful team. The purpose of this role is to ensure the smooth operation of the team and allow the coaches to concentrate on the on-ice activities. The Team Manager answers to the Head Coach and acts as a liaison between the Head Coach and parents; allocates and tracks volunteer responsibilities; and communicates association news and policies to the team.

All Team Managers are required to attend the Team Managers Meeting on October 9, 2024 @ 6:00 pm and Max Bell.

It is very important for all association members to read, understand and uphold the policies and procedures of our association, as well as the regulations of our governing organizations. All governing policies and procedures referenced in this handbook can be found on the GHC Policy, Manager and Coaches webpages.

Managing a minor hockey team can be a challenging, rewarding experience and it is our goal to assist you as much as possible. If you have any questions, please contact the Age Group Coordinator (AGC) for your age division.

Have a wonderful season!

Communication Process

GHC membership must use the following communication process:

PARENT / PLAYER -> TEAM MANAGER / COACH -> AGE GROUP COORDINATOR

Communication with GHC

Team Managers facilitate information between our association and its governing bodies and their team. Age Group Coordinators (AGC) are the front-line association contact for all Team Managers.

2024-25 Age Group Coordinators

Age Division	Coordinator	Email
U7	Tessa Sakamoto	U7coordinator @girlshockeycalgary.com
U9	Elizabeth Rowe	U9coordinator @girlshockeycalgary.com
U11	Susie De Teves	U11coordinator @girlshockeycalgary.com
U13	Rena Toor	U13coordinator @girlshockeycalgary.com
U15	Amanda Broomfield	U15coordinator @girlshockeycalgary.com
U18	Georgina Anderson	U18coordinator @girlshockeycalgary.com

Communication with your Team

Once your team has been rostered in TeamSnap, you will be able to contact your parents using its communication functions, which include email, alerts, team chat, player availability, assignments, and real-time game sharing.

Discuss your preferred mode of communication with your Head Coach and confirm you have contact information for all players, parents, and guardians.

Surveys

Many Team Managers find online survey services such as Google Forms a useful tool in polling parent support for budgets, tournament, apparel, etc.

Getting Started

Division of Duties

Team Managers should discuss the division of duties and expectations with the Head Coach to ensure a successful season. Communication is key! You should also set a date and time for the initial Parent Meeting and discuss equipment / jersey pick-up if necessary.

Parent Meeting

Head Coaches will chair this meeting, using the GHC Parent Meeting Agenda (found on the GHC Managers and Coaches webpage) as a guide. This meeting is mandatory for at least one parent to attend. Attendance should be recorded in team meeting minutes.

Following the first parent meeting, it is helpful to send an email to the team including the minutes, attendees, as well as any supporting documents or items discussed.

Volunteer Requirements

Every family is required to complete volunteer credits. Fulfillment of volunteer credits must be a combination of Association and Team credits. GHC families will fulfil and report the credit requirements based on their oldest registered player. The Team Volunteer Coordinator will track team credit. Association credits and opportunities will be communicated directly to families.

GHC members who wish to opt-out of our volunteer program may pay the value of their credits (\$400) at the time of registration. Team Volunteer Coordinators will receive a report in November stating which members have paid their volunteer bond. Team Volunteer Coordinators will receive a form in March to report which members have fulfilled their team credits.

Families who do not complete their required volunteer commitment will be invoiced an administrative fee (\$100) and the value of the unfulfilled bond (\$400). This fee will be added to the GHC members' Hockey Canada profile. Failure to pay this amount will result in "Not in Good Standing" status and may affect future registration and/or releases.

Team Volunteer Roles

There are many off-ice responsibilities during a minor hockey season. Managers are encouraged to delegate as much as possible! Recruit parents for any vacant volunteer roles at the initial Parent Meeting. Team Volunteer Coordinators should track volunteer assignments and will report to GHC's Volunteer Coordinator. To review GHC's Volunteer Policy and position descriptions, visit the GHC Volunteer webpage.

- Head Coach (2 credits)
- Team Manager (2 credits)
- Assistant Coaches (1 credit)
- Treasurer (1 credit)
- Dressing Room (1 credit per 10 shifts)

- Jersey Manager – 2 per team - (1 credit each)
- Timekeeper (1 credit per 5 games)
- Scorekeeper (1 credit per 5 games)
- Penalty Box (1 credit per 5 games)
- On-Ice Helper (1 credit)
- Fundraising Coordinator (1 Credit)
- Tournament Coordinator (1 Credit)
- Team-Building Coordinator (1 Credit)
- Volunteer Coordinator (1 Credit)

Coach Requirements & Police Information Check

Hockey Canada requires all coaching staff to complete Respect in Sport for Hockey Canada Activity Leaders before they can be added to the official Hockey Canada Registry.

Hockey Alberta requires all coaches to obtain a Police Information Check and meet Hockey Alberta's Coaching Requirements. The GHC Registrar will be in touch regarding this process. This must be completed prior to November 15, 2025.

GHC requires all Head Coaches to complete Keeping Girls in Sport module. Links to these coach requirements are available on our GHC Coaches webpage.

New 2004 Team Managers require a police information check. Deadlines to follow.

Team Jerseys, Socks & Apparel

U9-U18 teams receive two full sets of home and away jerseys, U7 (receives one full set of jerseys); U9 teams receive two sets of goalie equipment; all teams receive pucks, coaching equipment; First Aid Kit.

Families who do not return their GHC supplied jersey by end of season will be invoiced the \$200 bond amount, applied to their respective player's Hockey Canada Player Profile. Failure to pay this amount will result in "Not in Good Standing" status and may affect future registration and/or releases.

Game socks will be distributed to players mid-October (before Photo Day).

Links are available on our GHC Apparel webpage. All apparel sponsorship should follow the GHC Hockey Apparel, Branding & Logo policy in the GHC Policy Manual (Section 17).

Tournaments & Team Building

It is *highly recommended* that you apply for tournaments as soon as possible. Both local and out-of-town tournaments fill quickly! Listings of tournaments can be found on the Hockey Calgary and Hockey Alberta website.

GHC's Tournament Coordinator and our Ice Allocator have been working tirelessly to secure ice for our age divisions to host GHC "Sizzle Sticks" Female Hockey Tournaments. We have tournaments planned for U7, U9, U11 and U18 this season.

Planning team building activities early on, such as off-ice training or parent parties, can help build a strong team dynamic for the hockey season!

Banking & Budgeting

Each GHC team is responsible for its own financial operations. Teams must anticipate, budget, and fundraise for any team costs, and must be accountable to both the association and parents through careful and sensitive budgeting.

As a registered Canadian amateur athletic association, GHC is required to meet specific accounting standards. Failure to do so jeopardizes our status with our governing bodies, and can put our Team Treasures, signatories, and membership at risk. Teams must regulate their financial activities in a way that meets the association policy, ensures the proper use of funds, and reduces risk to all parties.

Team Treasurer

The Team Manager must appoint a Team Treasurer who is responsible for collecting, banking, and disbursement of team funds. The Team Treasurer cannot be the spouse, direct relation, or a person residing in same residence of the team's Head Coach.

Team Bank Accounts

Team managers and treasurers will receive a letter to bring to the bank of your choice to set up an account.

Team Budget

Each team must prepare a team budget for the upcoming hockey season. An optional template is provided on the GHC website. A budget will include cash calls, fundraising, donations, and sponsorship. Expenses typically include tournament entry fees, team building, player development, practice jerseys, exhibition games and bank fees. The treasurer should keep all the receipts until the season has concluded.

Initial Budget Approval

The Team Treasurer should complete Team Budgets as soon as possible and emailed to the team for approval. 75% approval is required from the parent group. Any cash calls over \$250 require 100% approval by the team and must be sent to the GHC Treasurer (treasurer@girlshockeycalgary.com) and VP of Off-Ice (off-ice@girlshockeycalgary.com) for approval.

Financial Reporting to Parents

It is recommended that the Team Treasurer provide regular updates to the team with respect to the financial position of the team order to prevent surprises or misunderstandings. A simple financial update could include a summary of money spent and on what, and how much more would be required to pay for budgeted expenditures as outlined in the initial budget.

A final Budget vs. Actuals Report must be prepared and provided to parents and GHC. This can be included in the optional template is provided on the GHC website. The report should account all money raised through fundraising, parent contributions, sponsorships, donations, etc., and all money spent compared to the approved budget. This must be done by the end of the month following the end of the team's hockey season (end of season is defined as final game played).

Financial Reporting to GHC

At any time, GHC may request the following financial reporting:

- Initial Budget Approval as detailed above.
- A copy of the Budget vs. Actuals Report sent to parents.
- Confirmation that excess funds were distributed to the parents or donated as applicable.

Other Financial Reporting

A team parent or a member of the GHC Board of Directors is entitled to request financial information at any time from any GHC team. If requested, the team must provide the following within seven (7) days of the request, as applicable:

1. A copy of the most recent bank statement.
2. A list of outstanding items that are to be paid.
3. A current financial statement indicating the funds raised and money spent up to a date that is within 30 days of the date of the request.

Any parent request for any of the above financial information is required to be in writing (i.e. email) with a copy of the request sent to the GHC Treasurer (treasurer@girlshockeycalgary.com).

Fundraising

The amount of fundraising to be done is to be determined by the parents of each hockey team. There is not a requirement to do any fundraising, however fundraising done by the team will reduce costs to the parents to cover team expenses. Fundraising activities may include bottle drives, raffles, fundraising sales, silent auctions, sponsorship and donations.

Cash Call

The intention of a cash call is to provide immediate cash flow for a team's operations and activities. The amount of a cash call should be appropriate for the budget. Cash calls should not be made in the absence of an approved team budget.

Returning cash calls to parents should be a priority if any balance from fundraising is remaining in the team account at the end of the season. It is important to note that parents can only be reimbursed for the amount that they have contributed as a cash call.

Fundraising with Raffles

If a raffle (i.e. 50/50 draw, raffle for prizes, etc.) is planned as a team fundraising activity, the team is required to operate as a properly licensed raffle as per The Alberta Gaming, Liquor and Cannabis Commission (AGLC) regulations and requirements. In order to obtain a raffle license, a team must complete the form Eligibility for Raffle License which can be obtained at <http://www.aglc.ca>.

Application must include "Girls Hockey Calgary - TEAM NAME." Approval is normally received from the AGLC in 3 to 5 business days. A team only needs to apply for eligibility one time. Once the team receives its AGLC identification number, the team can apply to obtain raffle licenses for any raffle activity planned (done online via AGLC or at any Alberta registry agent). TEAMS WILL NOT BE ABLE TO USE THE GHC'S AGLC ID # TO OPERATE TEAM LEVEL RAFFLES.

It is important to ensure that the Team Manager and/or Treasurer are familiar with the AGLC requirements for operating a raffle, and that all licensing and record keeping and reporting requirements are met. A summary of your raffle fundraising must be sent to AGLC using a prescribed reporting form within 60 days of your raffle event. Failure to do so will jeopardize the GHC's own status with the AGLC and may affect our ability to fundraise as an association in the future, including our own raffle license and casino fundraising.

If your team plans to operate a raffle and is applying to the AGLC for eligibility, please

notify GHC by sending an email to the GHC Treasurer (treasurer@girlshockeycalgary.com) and the administrator (admin@girlshockeycalgary.com) outlining your plans.

Sponsorships and Donations

A team may be offered a sponsorship or donation from an individual or company in support of the team's expenses. The sponsorship or donation may be designated for a specific expenditure or may be used at the team's discretion.

Sponsorships and donations may also take the form of a good or service (rather than money). It is recommended that all sponsorships and donations to a team be acknowledged by some form of thank you note or letter of appreciation to the donor.

All apparel sponsorship should follow the GHC Hockey Apparel, Branding & Logo policy in the GHC Policy Manual (Section 17).

Financial Assistance

Some families may be burdened by many competing financial demands, and on occasion, payment plans may be requested for cash calls. Alternatively, families may request to fundraise an additional amount to cover the cost of the cash call. These agreements must be reached between the Team Manager and the requesting family as early into the season as possible. Remember to advise the Team Treasurer in advance of any requests and consideration of payment plans.

Girls Hockey Calgary Association (GHC) provides a Financial Assistance Fund to assist families who are struggling to meet the financial demands of hockey. This and other funds can cover partial up to full costs of registration fees. The application, as well as other financial assistance resources, can be found on our GHC Registration webpage.

TeamSnap Account

You will soon receive manager access for your team's TeamSnap account. You, your Head Coach and your Volunteer Coordinator will have Manager Access and will be able to use the following features:

- Volunteer Assignments (i.e. Female Dressing Room Supervisor, Scorekeeper, Timekeepers, Penalty Box Attendants)
- Non-league event management / creation

All TeamSnap users have access to the following:

- Player and Coach Availability
- Team Communication (Email, Alerts, Team Chat, Real-Time Game Sharing)
- Team Assignments
- Unofficial Results (For official results and standings, please visit your Hockey Calgary division page.)

TeamSnap Team Name

Please do not change your Team Name. Changing the Team Name will prevent us from importing your schedule. The Hockey Canada Registry, Hockey Calgary website and Hockey Calgary scheduler are all integrated, so it is essential that TeamSnap team names remain the same.

TeamSnap Roster and Contact Information

Please invite parents to download or update the TeamSnap app if they have not already done so, and to update their contact information in their TeamSnap profile. Please note, your TeamSnap Roster is not your official roster. Team Managers will receive official rosters from the GHC Registrar once they are confirmed with and issued from the Hockey Canada Registry.

TeamSnap Privacy

All GHC TeamSnap events display on girlshockeycalgary.com. This includes events entered at the team-level, such as tournaments, parent gatherings, team building and wrap-up parties. Please do not post private home addresses in your Event Location. Please do not use profane or harmful language when creating and naming events.

Player names, contact information, photos, etc. in your TeamSnap account cannot be accessed through the GHC website. This information will not display publicly.

Practices and Games

Issuing of League Practice & Game Schedules

GHC teams receive approximately 50 hours of practice ice over the season. Younger age groups receive more shared ice times, while older age groups typically receive more full ice practices and 30/30 splits.

Games are scheduled according to Hockey Calgary Game Play Guidelines and vary by age division.

Ice times will be issued as they become available (in most cases, on a monthly basis). The GHC Ice Assignor will import this information to your Team Schedule as soon as it is provided. Schedules will also be available on your respective league sites (afhl.ca and hockeycalgary.ca).

Any additional events can be created in TeamSnap by you or your TeamSnap Coordinator, such as tournaments, exhibition games, fundraising and social events.

Managing Changes to League Practice & Game Schedules

Any changes made at the league-level will be communicated to you by the GHC Ice Assignor. (For example, a change in practice time, league games, location, etc.)

As per GHC's Ice Assignment Policy, any ice allocated to a team by GHC must be used as assigned. If for some reason you are unable to use it and cannot pass it along to another GHC team, it must be handed back to the GHC Ice Assignor 14 days prior to the scheduled date. Assigned practice ice may not be traded, sold or given away to any other user group other than another GHC team.

All inquiries regarding practice ice should be directed to the GHC Ice Assignor by the Head Coach and/or Team Manager.

Hockey Calgary Team User Account

You will be provided a Username and Password for a Hockey Calgary Team User Account. This account is meant to simplify the task of obtaining sanctions and permits by integrating a number of web forms through the Hockey Calgary website.

When you log in for the first time, you will have to supply some additional information and will also have the opportunity to change both the username and password. Hockey Calgary has provided a document (available on our GHC Manager's page) to help you navigate this system.

Game Play Guidelines

Hockey Calgary's [2024-25 Game Play Guidelines](#) can be found their website.

Key Reminders for the 2024-25 season:

Period Lengths (U11-U18):

- 1-hour Permit Games – Period minute lengths are 13-13-13
- 1.25-hour Permit Games – Period minute lengths are 15-15-15
- 1.5-hour Permit Games – Period minute lengths are 15-20-20

Jersey colours (U9-U18): The home team will be required to wear dark colored jerseys, while the visiting team will be required to wear light colored jerseys. In the event of a conflict or a third jersey, the team requesting the change must bring it forward to the opposing team for approval. If conflict persists between the two teams, the corresponding League Chair will make the final decision.

Off-ice Officials (U11-U18): Each team must supply two off-ice officials for all games. The Home Team will be responsible for the Timekeeper and Home Penalty box; the Visiting team will be responsible for the Scorekeeper and Visitor Penalty box.

Off-ice Officials (U9): The Home Team will be responsible for the Timekeeper and Scorekeeper 1; the Visiting team will be responsible for Scorekeeper 2.

Postgame Handshakes: Postgame handshakes will be permitted. Hockey Calgary strongly recommends that players keep their gloves on and proceed with ‘fist bumps’ with the opposing team.

Window Requests

U9 to U18 teams may request 2 Schedule Windows during the Regular Season to host or attend a tournament. The first window is complimentary, there is a fee for the second one. Details can be found at [Tournament Policy](#). Deadline to request a Schedule Window is November 11th. To learn more about Hockey Calgary’s Tournament Policy, including when teams are permitted to attend tournaments, visit their [Tournament](#) webpage.

To request a window, login to your Hockey Calgary Team User Account and submit the “Play in Tournament” form found under Team Administration.

Travel Permits

Should your team choose to play a game outside of Calgary, you will require a travel permit from Hockey Calgary. To do so, login to your Hockey Calgary Team User Account and submit the “Play in Tournament” or “Request Exhibition Game” forms found under Team Administration. If the game is located outside of Calgary, a travel permit will automatically be created once the game has been approved.

Schedule an Exhibition Game

Any team wishing to play an exhibition game must complete an Exhibition Game Request through their Hockey Calgary Team User Account. To do so, login to your Hockey Calgary Team User Account and submit the "Request Exhibition Game" form found under Team Administration. Once the Zone Referee Committee confirms officials, they will approve the game and you will receive an email notification.

All exhibition games must be sanctioned by Hockey Calgary. The Team Manager or Team Treasurer is responsible to ensure that the officials are paid prior to going on the ice. Following the game, game sheets must be entered on the Hockey Calgary Team User Account.

Game Sheets

The home team must provide a game sheet for league games. After each game, the home team enters the game sheet information on the Hockey Calgary Team User Account. A copy of the game sheet will need to scan into the site within 24-48 hours. NEW THIS SEASON: U11 will be using online game sheets. Information to be provided at the Hockey Calgary Managers meeting, October 3rd.

Attend a Tournament

The number of tournaments a team wishes to take part in should be discussed and decided upon at the first parents' meeting. Teams must follow the guidelines set out in the Hockey Calgary Bylaws and Playing Rules for limits on games and schedule windows.

Any team wishing to take part in a tournament must complete a Schedule Window Request through their Hockey Calgary Team User Account. Once this has been completed, Hockey Calgary will not schedule a league game on the dates within the request, and GHC will not schedule any practices during those dates.

Any team travelling outside of Zone 9 for a tournament must request a Travel Permit. This will ensure your team is insured through Hockey Alberta.

It is important to enter a tournament that reflects the competition level of your team. GHC Tiered teams should use their Hockey Calgary Tier # as opposed to their GHC Team # as reference. If you are unsure if a tournament is appropriate for your team's competitive level, contact the tournament host. Your tournament host will also identify deadlines for payment, official rosters and travel permits.

Host a Tournament

All tournaments hosted by Calgary teams must be sanctioned by Hockey Calgary. Submitting your tournament sanction request prior to the deadline does not guarantee your tournament will be approved.

Tournament hosts must ensure the tournament is played under Hockey Canada Official Playing Rules and complies with Hockey Canada, Hockey Alberta and Hockey Calgary Regulations and bylaws.

Tournaments in Calgary will not be sanctioned for community divisions during the seeding round or regular season. For tournaments outside of Calgary, a sanction may be granted at any time except Esso Minor Hockey Week.

For more information on hosting a tournament or to request a sanction, please visit Hockey Calgary's Tournament Hosting Information page on hockeycalgary.ca.

Officials Fees

For exhibition and home tournament games, once you apply for your Exhibition Sanction and or Tournament Sanction request, CZRC will confirm officials, and you will receive an email confirming your application is approved. At the start of each game, the team manager and/or treasurer are responsible to ensure that the officials are paid in cash prior to going on the ice. **DO NOT PAY** the officials by cheque. Officials will only accept CASH. The email will note the cost of each referee. The Officials rates for the respective season can be found on the GHC Managers webpage.

Timekeepers / Scorekeepers / Penalty Box

In U11-U18, each team must supply two off-ice officials for all games. The Home Team will be responsible for the Timekeeper and Home Penalty box; the Visiting team will be responsible for the Scorekeeper and Visitor Penalty box. In U9, the Home Team will be responsible for the Timekeeper and Scorekeeper 1; the Visiting team will be responsible for Scorekeeper 2. Positions descriptions and Hockey Calgary off-ice official manuals can be found on the GHC Volunteer webpage.

Use of Player Affiliates

The affiliation list will be released to Head Coaches once it has been approved by Hockey Calgary. When requesting an affiliate player, the higher division team must obtain permission from the Head Coach of the affiliated player's registered team and notify

their league chair and Girls Hockey Calgary Director of Community. The full procedure and policy for using affiliates can be found in Section 14 of the GHC Policy Manual.

Use of Goalie Affiliates

If a team's goaltender is ill, injured or out of town, the team must first approach their registered affiliated goalie according to these guidelines. If a team's affiliate goaltender is unavailable, they may then revert to the GHC Substitute Goaltender guidelines. These guidelines can be found in Section 15 of the GHC Policy Manual.

If necessary, some divisions will have access to an approved Emergency Goalie Pool, with assistance from GHC and their designated team goalie coordinator.

Incidents and Safety

Player Medical Information

Parents / guardians completed a Player Medical Information at the time of registration. Medical needs and allergies should be noted and forms are accessible on player's TeamSnap profile (You must log in using a web browser to view.)

Hockey Canada Safety Program

The Hockey Canada Safety Program (HCSP) focuses on injury prevention and safety through risk management and education. All Hockey Alberta teams must have a minimum of one team official who has completed the HCSP and who is present at all games. Timbits and Novice teams are required to have one certified person per 10 players. The HCSP link can be found on the GHC Policy, Coaches and Managers webpages.

Emergency Action Plan

As outlined in the Hockey Canada Safety Program (HCSP), the Head Coach and Team Manager should initiate a meeting at the beginning of the season to ensure they have the volunteers required for an Emergency Action Plan (EAP):

1. Safety Person
2. Call Person
3. Control Person

The Hockey Canada Safety Program (HCSP) provides several safety downloads to support you. The HCSP link can be found on the GHC Policy, Coaches and Managers webpages.

Concussion Awareness

As per Hockey Canada Policy, if a participant is suspected of having a concussion, the following steps MUST occur:

- The participant is immediately removed from play, regardless of if the concussion occurs on or off the ice and s/he is not permitted to return to play that day. If there are doubts, assume that a concussion has occurred.
- The participant is referred to a physician for diagnosis as soon as possible.

- Once a participant, who is experiencing “concussion like symptoms” is diagnosed with a concussion, the participant is not permitted to return to play or practice/training until all of the return to play requirements are met.

Written clearance from a physician is required as outlined in the return to play strategy prior to returning to activity. A copy of this documentation is maintained as per Member/Minor Hockey Association policy and procedures.

The Hockey Canada Concussion Card and links to Hockey Canada Concussion policy and resources are available on the GHC Policy webpage.

Please note, Hockey Alberta requires that all coaches, trainers, assistant coaches, guest coaches or volunteers who are on the ice at a practice or a similar function MUST wear a C.S.A. approved helmet with the chin strap securely fastened while on the ice. Failure to comply with this policy will result in discipline for all divisions of hockey.

Hockey Canada "Safety Requires Teamwork"

“Safety Requires Teamwork and Safety for All” is Hockey Canada's information guide for parents and guardians to Hockey Canada’s risk management and insurance programs, as well as a guide to understanding bullying, harassment and abuse. Links to the “Safe Require Teamwork & Safe for All” guide and resources are available on the GHC Policy webpage.

GHC Code of Conduct & Ethics Policy

Rules and regulations are in place to promote an environment where the participants feel safe and find encouragement to share in the social aspects, athletic growth and friendships provided by a minor hockey experience. It is the responsibility of all GHC members to read, understand and uphold the policies of the association, including the Code of Conduct & Ethics Policy. (GHC Policy Manual, Section 18)

GHC Dressing Room Policy

The use of cameras, cell phones, or any type of recording device is strictly prohibited in dressing rooms, including coaches, parents, players, and visitors. This is often a facility rule as well as a common minor hockey association rule. Team officials are responsible for enforcing this rule and shall bring any issues to the attention of their Age Group Coordinator.

All teams are required to have a female dressing room supervisor in attendance at all games and practices, who must remain in the dressing room at all times whenever there are players present. (GHC Policy Manual, Section 26)

GHC Social Media & Networking Policy

GHC holds the entire GHC community who participate in social media and networking to the same standards as it does for all other forms of media including radio, television, and print. Comments or remarks of an inappropriate nature, which are detrimental to a team, the association or an individual, will not be tolerated and will be subject to disciplinary action. It is expected that all players, coaches, parents and Board Members conduct themselves in an appropriate manner. (GHC Policy Manual, Section 20)

Alcohol, Vape Devices, Tobacco Products, Illegal Substances, Weapons

GHC has zero tolerance regarding the possession or contact with any drug, alcohol, vape devices, tobacco products or weapon use at any GHC sanctioned event. (GHC Policy Manual, Section 19)

Insurance

Players registered with Hockey Canada are covered by Hockey Canada's National Insurance Program. GHC also covers the cost to insure five (5) adult officials for each team. Teams are permitted to add more, but the team will be invoiced for the cost. Details for Hockey Canada's Insurance Program are available in the "Safety Requires Teamwork" booklet, links to which are available on the GHC Policy webpage.

Accident Reporting

An Injury Report Form (Appendix E) must be completed for each case where an injury is sustained by a player, spectator or any other person at a sanctioned hockey activity. The report, along with any attachments should be mailed to Hockey Alberta at the following address:

Hockey Alberta 100
College Blvd.
Box5005, Room 2606
Red Deer, AB T4N 5H5

Hockey Canada Injury Reports must be submitted within 90 days of the date of injury in order for a claim for expenses to be made. (Please note, the Hockey Canada Insurance

Program is a secondary insurer, meaning that a claim must be submitted first to any other plan available through an employer or independent provider.)

Conflict Resolution

All issues concerning the operation of a team shall be communicated using the following process. The purpose of this process is to establish a standard approach to communication so GHC members can resolve difficulties or misunderstandings in a timely and transparent manner.

At no time should a GHC parent or player contact a member of Hockey Calgary, Hockey Alberta or the Central Zone Referee Committee for a resolution to a team issue. This is in accordance with the communication policies for these governing organizations.

The following guidelines are outlined in Sections 23 and 24 in the GHC Policy Manual.

24-Hour Rule

Parents are asked to wait 24 hours after an incident, and then bring their concerns to the Team Manager who will work with the Head Coach and parents to resolve the issue.

Informal Resolution

If a resolution cannot be solved at the team level, the Team Manager/Coach is to contact the Age Group Coordinator (AGC) who will then contact the appropriate board member who, in a neutral, unbiased capacity, will receive information regarding the incident(s) and where appropriate, assist in the “Informal Resolution” of the matter.

Formal Resolution

Some conflicts may require escalation to the level of formal complaint. This measure should be a last resort. The Incident Report Form (GHC Policy Manual - Appendix A) must be used to file a formal complaint. The complaint must be signed and must be filed within fourteen (14) days of the incident. Anonymous or third-party complaints will not be accepted.