



Manager's Handbook

The Manager's Handbook is intended to serve as a guide for managers, particularly first-time managers. Items listed within this handbook are suggestions and not limitations. Each team may be managed differently depending on the coaches, players, parents, and your style of management.

Updated November 2025

What is a Team Manager?

A team manager is a volunteer parent/guardian that assists the coach/assistant coach of each hockey team. The team manager is the liaison between the parents, players, coaches and the SAHA Board. Team managers do the paperwork, scheduling, telephone calls, team clothing, etc. so the coaches can spend their time coaching. Let the coaches coach, managers manage and refs ref.

- USA Hockey

All managers must register with USA hockey as a manager/volunteer. There is no cost for this, and the link is available on the Manager/Volunteer page of the SAHA website.

- Background Checks

All managers are required to have a background check completed, they are good for 2 years. There is a fee for this, and if you choose, you can be reimbursed from SAHA for this. This link is also available on the Manager/Volunteer page of the SAHA website.

- Safesport

All managers are required to complete the USA Hockey Safesport online course. There is no cost for this. This link is also available on the Manager/Volunteer page.

Team Manager Responsibilities:

- Mandatory Team Manager Meetings

The Team Manager will be responsible for attending all team manager meetings. All mandatory meetings will be posted at SAHA and on the website.

- Team Communicator

You will be the communicator to your team informing them of practices, games, tournaments, meetings, and any other information regarding your team on your team page and/or email. You should have received a team contact list when you were approved to manage.

- Team Mailbox

Each team has a mailbox in the small office that should be checked frequently by the manager. Board members, level directors, and team parents may leave things in there for you/your team.

- Team Binder

Team Managers should create a team binder which contains all information regarding the team and players. This book should include: team roster information, USA roster, game schedules, game labels, tournament information, etc. This binder should be brought to all practices, scrimmages, games and tournaments.

- Official Team Roster

The SAHA Registrar prepares the official team roster, and you will receive a link to view the official roster once it is approved. A copy of this roster should be kept in the team book, as it may need to be shown to tournament directors at tournaments you go to. Coaches and managers can not be added to the official roster unless they have done everything needed as indicated on the coach/manager page of the website, and then the roster will be submitted to USAH for approval.

- Parent Meeting

As you receive the final roster for your team, schedule a parent meeting at the beginning of the season. This meeting should be hosted by the coaches and should cover topics such as:

- Introduction of coaches and manager
- Introduction of parents and players
- Goals for the season
- Expectation of players and parents
- Coaching philosophy
- Missing practices or games – who to contact
- Identify parent volunteer opportunities and expectations
- Team budget
- Tournament schedule
- Team communication – website, email, phone calls
- Home tournament
- Locker room monitor (**mandatory**)

- Scheduling Non-League Games and Scrimmages

You will need to fill out a pickup game request form if you want to have a pickup game at SAHA (also on the manger page of the website). Due to limited ice and the cost for refs, when scheduling pickup games try to get home and away games not just home games. Any pick-up games/scrimmages, tournaments, events, and other times your team will be unavailable for ice at SAHA should be turned into the main office. Please fill out the 'ice not needed' form on the managers page of the website. Your team will not be scheduled for practice on these days. Please note, requests for specific practice times will not be honored.

- Games/Score sheets

D11 and WAHA will use the GameSheet app for scoresheets. It is possible that not all teams you play will use GameSheet, in that case, you will need to use a paper scoresheet, and collect stickers from the visiting team to place on the score sheet. When the game completes, scorekeepers, coaches and refs will sign the score sheet. A copy of the score sheet should be given to the visiting team, a copy should be kept for your team and the white copy should be placed in the office. Remember for any home game, volunteers from your team are needed for running the clock, scorekeeping and the two penalty boxes. Children should not be used as volunteers. A sticker template is on the manager page of the website.

- Team Website

SAHA's website has individual team pages for your team's announcements and activities. As the Team Manager you will be responsible for updating this website with information such as coach/manager contact info, practice times, games schedules, tournament schedules, announcements etc. SAHA occasionally uses info on your team page so please be sure it is updated!

- Team Equipment/Jerseys

SAHA supplies jerseys. SAHA teams are required to wear the association jerseys at all league games. How jerseys are assigned is up to each team. The SAHA equipment manager is listed on the SAHA website, under Board Committees. Contact this person regarding any jersey questions.

- Team Pictures

Details will be placed in your team mailbox and announced on the website. Please communicate with your team what color jersey/socks will be worn in advance of picture date/time.

- Team Tournaments

Depending on the level of your team, there are an allotted number of games/tournaments you may participate in. Game/tournament limits for the season are listed in the SAHA policies (available on the website).

Level directors/board members pre-registered for team tournaments, and they are listed on your team page. If you are allowed more tournaments that you are registered for, it should be discussed with the coaches and team to see what other tournaments your team may want to attend. Before scheduling tournaments, you should be aware of your currently scheduled league games, scrimmages, practices, and in-house tournaments.

Once tournaments are booked, fill out the ice not needed form and turn in to the main office. Your team will not be scheduled for practices during your tournament weekends.

Hotel Arrangements need to be made for out of town tournaments. If your team is traveling out of town for a tournament, locate a hotel in the town you are traveling to and reserve a block of rooms. The block should be a minimum of one room per family. When making the reservation, set it up so that all reservations will be made by individual families. Be sure to reserve a room for yourself. The hotel will establish a cut off date where any unreserved rooms will be dropped from the reserved block. Inform parents that rooms must be booked by this date. Send a reminder to the team a few days before the booking deadline.

- Team Finances

Once your team expenses have been determined i.e. tournament fees, refs, ice time at other rinks, socks, parties, gifts, Gilby donation* etc. share this total expense value with your team and let them know how much will be collected per player. Track team expenditures on the shareable spreadsheet sent to you so they are available for families at all times. Some team families are not interested in this breakdown; however, some families will request this information from you, and you must be able to provide them with the information they request. (*each team is asked to make a \$100 cash donation towards the KGT raffle).

All team fees must be paid in full to the team manager by November 30th. If fees are not received by the deadline, the player will be ineligible to participate in any tournaments or activities funded by team fees until payment is made.

Some suggestions for team finances:

- Make a copy of checks (payments received) from each family. This is a good way to double check if you are ever questioned.
- If parents are not together, find out who is responsible for paying team fees.
- Make copies of payments made for tournaments or any expense

- Team Apparel

SAHA has 2 vendors set up to take apparel orders. Links are on the main page of the website. Team apparel is not required for any family.

- Volunteer Hours

During the registration process, each family will sign an agreement for volunteering 20 hours per player during the season. These volunteer hours are maxed to 40 hours, as families may have children on various teams. As the team manager you will be responsible for ensuring that all families fulfill this requirement of hours and documenting how the hours are earned on the shareable spreadsheet sent to you. Families will receive credited hours for the following, but are not limited to:

- Concession Stand – during the team’s assigned week. **Children are not allowed to be inside of the concession area, workers must be at least 15 years old.**
- Penalty Box
- Scorekeeping
- Flooding
- Tournaments

Any family that does not volunteer the required number of hours will be charged \$25 per hour. A bill will be sent to them at the end of the hockey season. If these charges remain unpaid at the beginning of the following season, registration for each player may be delayed.

Coaches, Managers, and Board Members are not exempt from fulfilling their hours. Signing up to be a coach, manager, or board member is going above and beyond, but they still need to volunteer when needed.

Please be aware that 20 hours is the MINIMUM required to volunteer. If anyone reaches that minimum, it does not excuse them from volunteering during assigned concession week, or home tournaments.

- Recruit parent/guardian volunteers

With so many tasks assigned to the team manager, feel free to recruit parents from the team to assist with various tasks. Areas suggested for assistance are:

- Scheduling volunteer hours – i.e. concession stand, home games, flooding
- Email/text master list – for last minute changes and team updates have someone in charge for team communication.
- Volunteer to assist with the website – a volunteer may be requested to assist you with updating the team website. Access to updating the website should be limited to one individual beside you.

- In house tournaments

If your team will be hosting an in-house tournament this season, there are several items to complete in order to make the tournament a success. Teams that share a tournament weekend, need to work together on these tasks.

- Schedule a meeting with team parents to discuss tournament ideas and expectations
- Recruit parent volunteers to organize/set up decorations
- Recruit parent volunteers to organize/set up hospitality table/gifts
- Recruit a parent volunteer to organize a tournament volunteer sign up- teams playing will need to provide penalty box workers, if tournament games are outside of normal concession hours, you will need to provide a concession worker
- Recruit parent volunteers to set up raffle tables (if you are doing raffles)
- Recruit a clean up crew to clean up all decorations and put away any tables used

- Issues

Unfortunately, some teams will have problems that arise from parents, kids, coaches or various outside issues. **Please do not go directly to the President or ED!** Below are the proper steps to help resolve.

- Handle at the team level. Following the 24-hour rule parties meet and try to resolve.
- If above is not an option, contact the level director. He/she will work with all parties to resolve it. Level directors are listed on the SAHA website, under board, and committees.
- If the level director is not available or unable to resolve please contact any other board member to express your concern. You will be contacted with a resolution.
- If you or any parent has an issue/question that involves your level director, please look on the SAHA website to see who to contact. There are board members and committee members that should be able to help you.

- **THANK YOU!**

- You will not hear this enough this year so I want to be the first to say this. **This entire association is run and organized by volunteers like you.** Too often all anyone hears are the problems and complaints. Enjoy your season and good luck! Jamie

The Manager/Volunteer page on the SAHA website contains many important documents (like this handbook), and other information useful to you, please check it periodically!