

Triangle Youth Hockey -NC

Team Manager Guide



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Being a TYHNC Team Manager

Thank you for volunteering to be a team manager!

What have you signed up for? You will act as the main point of contact for players and their families. Work with your coaches and parents to ensure everyone is aligned and aware of what’s going on. You will help address questions from families, provide logistics to families, coordinate communications from the coaches to families and visa/versa. We recognize that you may not know all the answers. We encourage managers to communicate with their coaches to address questions or if needed contact board members to get needed answers. This way the coaches can focus on coaching, line ups, and games.

	Manager	Coach(es)	Parent(s)
Player Safety	Communicates TYHNC expectations to families.	Communicates expectations to player.	Re-enforces Code of Conduct and expectations provided by the team manager or coach to the player.
On-ice Management	No involvement.	Coach is responsible for instruction, direction, line ups, game plans, etc.	No involvement.
Off-ice Management	Communicate schedules, confirm player attendance, management of required forms, off ice events (e.g., end of season party).	Communicating line ups or needs to team manager.	Ensuring player is ready for games and practices. Dressed and ready to skate prior to the start. Confirming game attendance.
Communication	Communicates to parents on behalf of coaches and TYHNC. Notifies families of game schedules, helps track player game attendance, and ensures set up for home games.	Speaks to players on ice and in the locker room, may send messages to parents.	Works with manager to address any parental or player issues/concerns.
Issue Management	Conveys any issues noted by parents to coaches and/or TYHNC board. Conveys any issues to parents (individual or group) noted by coaches.	Directly addresses issues with players in the locker room or on ice. If there are broader concerns, speaks with manager to either raise with parents or TYHNC board.	Address any concerns to team manager. If directed by team manager and agreed to by coach, speak with coach. Can go to TYHNC board though would encourage direct engagement with manager first

Consider yourself the main liaison between your team and the TYHNC board.

This document is designed to provide you with the information you need to perform as a team manager. TYHNC gives you flexibility to manage your team how you see fit, though recognize that the manager is supporting the coaches, players, and families.

Key Contacts

TYHNC President	Tom Deis	deis3347@gmail.com
Treasurer and Registrar	Kirsten Crapnell	kirstencrapnell@gmail.com
IT/Website	Kevin Skurski	ksksemail@gmail.com
Equipment Manager	Chris Bolduc	chris.bolduc@duke.edu
Team Manager support:	Mark Bedell	brody0306@gmail.com

Resources

TYHNC main webpage	USA Hockey	Triangle Sportsplex
TYHNC Facebook https://www.tyhnc.org/	Carolina Amateur Hockey Association - Parent Materials	Polar Hurricanes House League

Responsibilities

Start of Season

- Register at [USA Hockey](#) as a manager (free). Required for insurance purposes and provides TYHNC more support from USA Hockey
- Determine / Establish team communication approach (SportsEngine, email, texting, teamsnap, etc.) Things to consider when selecting a communication approach:
 - Allowance for multiple player family members to be added to distribution lists.
 - Ability for player to notify team manager directly
 - Ability for Team manager to communicate to just coaches
 - **Game schedule** (Practice schedule as well). Ability to send reminders just prior to games. The schedule may be provided by TYHNC board member or can be found on the [PHHL site](#) if applicable.

- Maintain a Roster of all team players and their jersey number. Some tools will allow for identification of positions. This is generally a manual entry task

Two examples of possible apps to use (though can choose what you are familiar with)

App	Pros	Cons
Sportsengine	<ul style="list-style-type: none"> - Free - Can transfer roster data from TYHNC to app - Schedule management. Schedule connects to Hogs Main site. - RSVP management (automated) - Chat - Share Photos/Videos - Send Messages - News Feature - Manager can add emails 	
Teamsnap	<ul style="list-style-type: none"> - Free (limited use version) - Schedule management - Roster Management for up to 15 players - Send messages: can add as many emails as needed - Team Chat 	<ul style="list-style-type: none"> - No automated schedule reminders - No media sharing

- Equipment Shed - obtain a key
 - The Shed (located outside of the rink) has spare gear and is where extra Jerseys and socks are located if needed. Please work with Chris Bolduc if you have questions
- Receive training on Sportsplex score board system (Contact Mark Bedell - brody0306@gmail.com)
 - YouTube Link: <https://youtu.be/zu-p1Pk6yFo>
- Introduce yourself to the team.
 - Provide your contact information (generally email, some persons provide cell phones so people can text or call if urgent)
 - Provide instruction on how communications will work for the team
 - Explain that you are the point of contact. Families should speak with you about concerns, needs, game/practice availability
 - Make initial request for volunteers to help with activities
- Confirm/obtain the following from each player:
 - Confirm Birth Date: Birth certificate to confirm player's age is in line with team level. Typically done for new members to TYHNC.
 - Note: Female players are able to play down a level so there may be cases when they may be older.
 - USA Hockey Medical History

- TYHNC Code of Conduct
- Consent to Treat Form
- Ensure Team has a Coach's bag
 - Includes extra jersey, sockets, first aid, repair parts, score sheets, etc.
 - Many times, the coaches may have the repair kits, tape, and first aid
 - Managers should keep an extra jersey, socks, and blank score sheet/pen. These should be brought to every game.
 - Recommend a spare mouth guard
 - Note: Could ask families for a nominal fee (\$5) to cover supplying the coaches bag.
- Ensure each player has received a Jersey (if applicable) and Socks (if applicable)
 - Manager should ensure there are no duplicate numbers for team.
 - Each player should have two jerseys
- Jersey - Printing names:
 - Manager can determine if s/he will coordinate printing names. Some managers do this when there are a lot of new players to THYNC. In some cases, managers let the parents handle this task.
 - Printing is generally done at SKS Shop (located across the street from the Sportsplex) www.shopsks.com

Practices

- Remind parents and players to not wear their game Jerseys during practice. Use old sharks jersey or borrow a practice one from TYHNC if needed. Ideal for kids to have 1 light and 1 dark practice jersey.
- Let families know when you will be at practices and where you will likely be sitting. This way they can connect with you for impromptu questions or provide requested items
- Managers are not required to be present in the locker room. Do recommend touch base with coaches at the end of practice to see if anything needs to be addressed or to prep for upcoming games

Games

Prior to Game

- Confirm all players who will attend the game. Preferably 2 days prior so coach can confirm line up
- Remind families where and when the game will be
- For Home games, obtain score sheet. For PHHL games a pre populated sheet will be emailed to you by a TYHNC board member. Print out a copy to bring to game. For non-conference games, use a blank scoresheet.

Home Games

- Manage scoreboard (generally ask for a parent volunteer)
 - Can reference this YouTube video for guidance on how to use: [link](#)
 - Case (Black & plastic) is in the TSP Hockey Director's office (in the Rink) Next to the desk
 - Manual is in the case but official manual can be found [here](#)
 - Refer to appendix below for a basic overview of scoreboard management
- Complete Score Sheet (Generally ask for a parent volunteer)
 - Document all scores and the time and player number who scored
 - Document all shots on goal (SOG)
 - A **shot on goal** is a **shot** that directs the puck towards the net and either goes into the net for a **goal** or is stopped by the goaltender for a save. A **shot** that is deflected wide or blocked by an opponent does not count as a **shot on goal**.
 - Ensure Refs and both team coaches sign the scoresheet
 - Submit image of score sheet to Polar Ice House contact. Typically, just a clean smart phone image and then emailed to contact
- Depending on the number of available coaches, may need to obtain a parent volunteer to assist with the penalty box

¹Away Games

- Main tasks are ensuring players know when and where to be for the game. Provide directions and expectations on when to be at the designated rink
- Confirm who will be present so coaches know they have enough players and how to set line ups.

Team Photos

- During the season a photographer will be brought in to take team and individual photos. A communication will be sent out by the TYHNC board to the team managers for when this will happen.
- Team managers support by informing families of the event so they can have their player present and bring appropriate funds for any desired photo packages.
- Be present the day of the photos to assist with answering questions
- Recommend having Team Photo taken at the start of practice then players leave the ice in an orderly fashion to take individual photos. This way the team can take advantage of most of the ice time.
- When photos are ready, they will be provided to the team manager for distribution to players/families.

Off Ice Events

- Nothing is required. Is up to each team how they want to manage such events.
- Feel free to talk with your coaches and parents on what they want to do. (e.g., team meals after games, off ice practices, team building / social events, etc.)

- One suggestion – don't overdo it. Your team will be together 4-5 hours a week (at least) for six months just with hockey. Things like team meals are usually fun, but don't feel obligated to do them, or with a certain frequency.

End of Season Party

- Most teams will have an end of season party. The team manager organizes this but usually with support from parent volunteers. There is no designated budget for this. Would need to seek funds from families.
- Gifts to Coaches: Please check with your coaches first. Many don't want any gifts. In addition, they usually have a player on the team so don't want to contribute money to an item they really did not need/want.

Fundraisers

- May need to help coordinate (or delegate) fundraisers, including apparel purchases, etc.

Non-conference / exhibition Games

- Sometimes your team will have the opportunity to play additional games outside of your normal league / conference schedule.
- These opportunities usually come via the TYHNC Scheduler (e.g., would you like host team XYZ on date xx/xx/xx, or would you like to play at team ABC on xx/xx/xx).
- You'll want to confirm with your coaches and parents if you'll have enough players willing and able to play, and then let the TYHNC Scheduler know ASAP (yes or no). Add to your team's schedule as appropriate.
- Sometimes we may be able to "combine" players for these types of games (e.g., getting kids from two regular house teams to have enough to travel to an away game, or getting kids from a regular team and advanced team to play a lower level travel team, etc.). You'll want to work with your fellow managers in these situations. The Scheduler will do his best to ID the "level" of the potential opponent.

Travel Opportunities

- Always a fun topic. Some people love them, some people hate (the idea) of them. When polling your parents on who's interested in playing additional games that require "travel" (2-3+ hour drive, at least on hotel night stay in most cases), please ensure they understand all travel opportunities for "house" teams are OPTIONAL.
- FWIW, while some parents are apprehensive about doing it, it's very rare the kids (and parents!) don't have fun.
- Two Types:
 - **Tournaments.** Usually 2-3 days, 2-3 nights in a hotel. 4-6 games. Usually not funded by TYHNC (i.e. will be \$100 or so per player plus travel expenses). Usually for "advanced" level players only (although we're always on the lookout for "house" level tournaments for those kids). If you end up managing a team playing in a tournament, TYHNC will provide you with the details on what needs to be done.
 - **Non-conference / exhibition games.** Usually one day, 2 games (with a break in between).

- Often early morning, late evening, so a hotel stay is often required. Games are usually funded by TYHNC. Often “house level” (or mixed advance / regular). Games are often “reciprocated” with home events (i.e., we play two games at their rink, they play two at Hillsborough on another date). Examples: Columbia, SC; Lynchburg, VA, etc.
- **How:** TYHNC will identify opportunities / options as early as possible within the season and get them to you. At that point, you should poll your coaches and parents for interest. If interest is lacking, but some families are interested, check with other managers at your level and see if there’s interest in putting together a combined / special team for just that event.
- TYHNC will try to provide any “tournament” options relatively early in the season (for weekends we don’t have PHHL games), but non-conference games sometimes come up on the fly / ad hoc / throughout the season, so bear with us. Again, teams and individuals always have the option to say “no thanks.”

SPECIAL CONSIDERATIONS FOR MITES

Gear

- TYHNC has goalie gear for mites. This is kept in the equipment shed. Managers may need to sort through the goalie gear to ensure all gear is in the bag and fits the player. Work with the coaches if needed. The gear bags are labeled.
- Spare skates, pads, and other gear are also in the equipment shed. This can be used for an individual game. If a player requires long term use, please work with Chris Bolduc.

Games

- **Scheduling Jamboree:** This is typically done in advance prior to the season. A jamboree is essentially an offering by a club to host the event. They then reach out to other clubs to see if they want to join. Sometimes schedules change and the team manager may need to assist with the schedule changes. The team manager performs this task and not the coaches.
- **Home Jamboree** the host team provides snacks. There is TYHNC budget for this. Submit receipts to the treasurer. Snacks should be as healthy as possible. Estimate as best as possible the number of players by communicating with the invited team managers. Generally, provide juices, fruit (bananas or oranges), dry snacks (pretzels, Goldfish), and some bottled water.
- **Away Jamboree's :** Ensure coaches have goalie gear or manager will bring to the game. Ensure player's RSVP for events.
- **Single Games:** Consider bringing snacks for after the game. Generally, a juice box and a single snack item. Confirm with parents any possible player allergies.

Scoreboard management

Can reference this YouTube video for guidance on how to use: [link](#)

- Plug power in
- Plug hand controller in on right side
- Flip on switch
- To activate scoreboard, click 'Time on'
- Set warm up timer
 - Set
 - Time
 - Enter 05 (for 5 minutes) or needed amount
- Buzzer will auto sound when timer ends
- Set Period
 - Select Period
 - Note: can just click multiple times to cycle through if mistake made
- Set Time for Period
 - Set
 - Time
 - Enter 15 for 15 minute period (adjust time as required for age group)

- Start clock by clicking toggle switch on hand controller
- Most games are run clocks. Means do not stop clock until period ends.
 - Exception: if the score is within 2 points at last 2 minutes of 3rd period, stop clock at each puck stoppage
- Time in-between periods is 1 minute
- Score
 - Set
 - Select Home Score/Guest Score
 - 1
 - Repeat to incrementally increase score by 1
 - If you made an error and need to correct a score
 - Click Set
 - Home Score/Away Score
 - Enter desired #
- Horn
 - Do not use manually.
 - Horn should only go off automatically when the clock timer reaches 00
- Penalty (Minor's and Major's done same way)
 - **STOP THE CLOCK! (cannot add penalty if click is actively running)**
 - Select New Minor/New Major
 - Note Green is for Home and blue is for Away
 - Enter player number
 - Enter Time: 02 (this will display 02:00 minutes on board)
 - Click Yes
 - **START THE CLOCK**

Note: Can have multiple penalties. Just repeat the above process to display the next penalty. For the event of 3 overlapping penalties, you can enter one but it will not display until the first one's time runs out or is cleared

1. Clear Penalty
 1. STOP THE CLOCK
 2. Click View Penalty (cycle to see the desired one)
 1. Click repeatedly to cycle through
 3. Click Clear Penalty
2. END of GAME
 1. **Make sure 'Time of Day' is selected prior to turning off machine.**
 1. This defaults the scoreboard to a clock for patrons and not a scoreboard