



TEAM MANAGER HANDBOOK

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INTRODUCTION

Thank you for volunteering to play a pivotal role in the organization and success of your team's hockey season. We are proud to have you as a representative of the Cochrane Minor Hockey Association (CMHA), and more specifically, of your team and its division. The time you invest and the relationships you build will pay off not only during this season but in the seasons to come.

The manager position can be time-consuming and is best suited to someone with excellent organizational skills and the ability to confidently delegate tasks.

The team manager is a parent from the team who is responsible for the operational aspects of the team. Team managers have responsibilities to both Cochrane Minor Hockey and to the league in which their team participates: [Alberta Elite Hockey League \(AEHL\)](#), [Alberta Female Elite Hockey League \(AFHL\)](#), [Central Alberta Hockey League \(CAHL\)](#), [Rockies Hockey League \(RHL\)](#), or the [Rocky Mountain Female Hockey League \(RMFHL\)](#).

The CMHA Board of Directors is here to support you. All email addresses can be found here: <http://www.cochraneminorhockey.com/executive>

SEASON START UP

Manager Onboarding and Season Preparation

Once you are selected as a team manager, you will receive an email from your director putting you in contact with your head coach. The head coach will confirm the assistant coaches for your team.

- You will receive a copy of your team roster from the operations Coordinator. This is where you will input jersey numbers once assigned.. This is a Google Shared Document for your team only. Any missing qualifications will also be communicated through this document once you have completed the Team Staff information required.
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- **Important Reminder:** Exhibition games are **not permitted** until after the equipment handout. Please do **not** request or arrange for early distribution of jerseys or equipment. This will be announced after the first week of practices.

Team Staff Coordination

Hold a coach/manager meeting to clarify duties, expectations, and the overall philosophy for how the team will operate. Review the list of team officials with your head coach as soon as possible and ensure all required qualifications are completed.

You may contact **Shelly** or **Angela** to verify your team's qualification requirements. All qualifications must be completed by **November 1**. Although Hockey Alberta (HA) has a deadline of **November 15**, CMHA requires all teams to be aligned two weeks prior.

HA Coach Qualifications:

[Coaching Requirements | Hockey Alberta](#)

RAMP Staff Registration

All coaches and managers must complete a **RAMP Staff Registration**. To verify whether your coaches or assistant coaches have completed this, check the website under your team. If any team staff members are missing, it is because:

- Staff registration has not been completed, or
- The operations Coordinator has not yet assigned them.

Important: Do not add staff directly to the RAMP Website Admin. If they have coached in the past and completed a staff registration, the office staff may be able to locate them in the database and add the registration.

Instructions if staff are not in the RAMP system:

1. Click the registration link below:
[Cochrane Minor Hockey Association: RAMP Registrations](#)
2. Log in to your account.
3. Select **Coach/Staff Registration**.
4. Choose your name from the list of family members. If your name does not appear, select **Add a Family Member**.
5. Select **2025-2026 COACH APPLICATION**.
6. Choose the role you are volunteering for and click **Continue**.
7. Sign the **Coach Pledge**.
8. Complete the **Citizenship, Birth Country, Ethnicity**, and Indigenous identification fields (required by Hockey Canada).
9. Complete all waivers and click **Continue**.
10. Review your information and click **Submit Registration**.

Team Administration & Communication

You will likely be in daily contact with your coach. The more clearly you define your duties and align expectations, the more smoothly your season will run.

Use a binder to organize and store all copies of forms and game sheets. You may also want to include league regulations relevant to your team.

Communication Protocol

Establish and understand the chain of communication:

Parent → Manager → Coach → Director

Review the **24-hour rule** and the consequences of violating the **Zero Tolerance Policy**. All incidents will be reported to CMHA.

RAMP Team Activation

Shelly will send you and the head coach access to RAMP. You must log in, select the **Subscription** tab (on the left), and pay the **\$25 activation fee**. Once your account is active, all players will receive an email notification that they have been added to the team and need to download the app.

The \$25 fee should be reimbursed through team funds.

Team Kickoff Tasks

- Send a **welcome email** to your team. Introduce yourself, set a **parent meeting date**, and outline the volunteer positions that need to be filled.
- Book your time with the **Equipment Director** (a spreadsheet will be emailed out for booking) to collect:
 - ◆ Jerseys
 - ◆ Socks
 - ◆ First Aid Kit
 - ◆ Pucks
 - ◆ Game Book (**U11 and above**)

Note: Game books will be available for pickup at the hockey office. You will receive an email when they are ready.

Socks Sizing Tip

Socks can be tricky to size. Estimate the sizes based on player height and age. Available sizes:

Rockies/TW

Youth-L/XL-22.5"

Adult-S/M- 25.5"

L/XL- 28"

XXL- 30"

Jr Chaos -

Small-22"

Medium - 26"

Large - 30"

PARENT MEETING

Meeting Timing and Location

- Schedule the meeting **as early in the season as possible**, ideally **before or immediately after a practice**.
- Hold the meeting in a **quiet location**: the stands, a corner of the rink, or an upstairs room at Spray Lake.

Meeting Overview

Coach's Presentation

- The Head Coach will share the **season plan**, expectations, goals, and approach with players and parents.

Manager's Presentation

Tournament Planning

- Discuss expected tournaments:
 - ◆ Number of **overnight/away tournaments** (requiring hotel stays).
 - ◆ Number of **local/drivable tournaments**.
- **Request vacation dates** from families for the full season, including playoffs, to help with:
 - ◆ Tournament booking
 - ◆ Exhibition game planning
 - ◆ Affiliate player coordination

Team Cash Call

- Cash call will cover:
 - ◆ Team-building activities and social events
 - ◆ Team swag (e.g., hoodies)
 - ◆ Tournament entry fees
 - ◆ Extra ice time for exhibition games/practices
 - ◆ Carding for additional bench staff
 - ◆ Coach thank-you gifts
- **Communicate payment methods** (e.g., EFT to treasurer) and **flexible payment options** if needed.

Fundraising

- Clearly outline the **time and effort commitment** involved.
- Ensure **team-wide agreement** and share responsibility.

Team Swag

- Discuss ideas for team hoodies or other items.
- Coaches and teams can collaborate on a **team name and logo**, if desired.
- Order once design is finalized.

Volunteer Role Assignments

Encourage shared responsibility by assigning the following roles:

- **Treasurer**
- **Jersey Parent** (U11 and up)
- **Safety Person** (must complete Hockey Canada Safety Course and be carded):
 - ◆ Must be a **team official** (Head or Assistant Coach)
 - ◆ Registration link: [HCR - Hockey Canada Registry](#)
- **Team Apparel Coordinator**

→ **Social Coordinator**

→ **Tournament Coordinator** (important to assign early; tournaments fill quickly):

- ◆ Blackout dates need to be submitted as per League website deadlines.
- ◆ Tournament listings:
 - [Alberta Tournaments](#)
 - [BC Tournaments](#)
 - [Saskatchewan Tournaments](#)

→ **Clock & Game Sheet Coordinators (x2)**

→ **Data Entry Coordinator (U11 and up):**

- ◆ Confirms SLS schedule matches RAMP (the SLS master schedule link will be available under the Manager Tab)
- ◆ Ensures referee confirmations (the link to confirm referees will be available under the Manager tab)

Medical Forms

- Distribute medical forms (players and coaches).
- Ensure all are returned and **kept accessible** at each rink event.

Jersey Numbers

- Coordinate with coaching staff to assign jersey numbers fairly.
- Once finalized, **input jersey numbers on the Manager Roster sheet which will be shared with you to track all players and coaches.**

Communication Plan

- CMHA recommends using **RAMP Team Website** for all scheduling and communication.
 - ◆ RAMP ensures games/practice updates reflect ref assignments and league changes.
 - ◆ **Do not manually add players or coaches** — CMHA registration assigns these.
- If using **TeamSnap**, ensure:
 - ◆ **Schedules match RAMP exactly**

- ◆ You manually update any changes received via RAMP
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Team Photos

- Instructions regarding team photo scheduling will be communicated and the links will be updated on the website once they have been confirmed.
- Once confirmed:
 - ◆ Create a photo event in RAMP
 - ◆ Share details with families (date, time, jersey requirements)

Banking Information

- Letters will be handed out at the manager meeting, or you can email the Finance Director, Trista Barge financedirector@cochraneminorhockey.com to receive your letter, kindly include the team for which you require the letter in your email. Once I receive your email, I will ensure that the letter is sent to you within 48 hours. Each manager must have their letter, review the contents, and follow the outlined ATB process by the deadlines provided. If you have questions, reach out to the Finance Director.
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Other Important Items

Equipment Deposit:

- ◆ Will be requested by the office.
- ◆ Refundable upon full return of undamaged gear.

Game Sheet Stickers:

- ◆ Recommended simplify paperwork.
- ◆ Template found in Manager Tab (GAME SHEET STICKERS TEMPLATE).

Team Mixer:

- ◆ Plan a **parent/player social** early to foster connection.
- ◆ Be mindful of budget and the season's long-term needs.

Affiliate Players (APs):

- ◆ Ensure your team's **Hockey Canada Roster (HCR)** is requested from registrar@cochraneminorhockey.com.
 - ◆ This will include APs you may call upon during the season.
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Final Reminders

- Always ensure a **second adult is present** during coach-player conversations.
 - For **female teams with male coaches**, a female parent must be present in the room.
 - Identify any **allergies or medical concerns** — critical for dressing rooms and team meals.
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Reference

Click here to review the [Manager Start-Up Checklist](#)

League Games, Exhibitions, and Tournaments

LEAGUE GAMES - AEHL/RMFHL/CAHL/RHL

Home Team Responsibilities

→ Provide the following volunteers:

- ◆ **Music Operator**
- ◆ **Score Clock Operator**
- ◆ **Game Sheet Recorder**

→ Some teams assign additional roles:

- ◆ Penalty gate attendants (1 per gate)
- ◆ “AEHL” have specific guidelines for all home games, managers please review these procedures with your governor. Ice AAA are required to live stream home games.
- ◆ Goalie stat trackers (optional; the opposing team may assign their own personnel)

Referee Assignment

→ Ensure referees have been scheduled using this [Google Doc](#) that is updated by Wednesday each week.

Pre-Game

→ Connect with the opposing team's **Manager or Coaching Staff** to:

- ◆ Review and confirm team rosters and bench staff
- ◆ Complete the official game sheet

Post-Game

→ Provide the completed **game sheet to the visiting team's Manager**.

→ Submit a copy of the game sheet to your **Data Entry Volunteer**, who is responsible for:

- ◆ **Entering results in RAMP**
- ◆ **Uploading a scanned copy of the game sheet to RAMP**

Note: The **Home Team** is responsible for **RAMP data entry**.

Referee Write-Ups

- If there are any referee write-ups:
 - ◆ Wait outside the referee room after the game to receive copies.
 - ◆ Provide one copy to the **Away Team** and one to the **Governor**.
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EXHIBITION GAMES

- You may book ice for exhibition games at the **team's expense**.
- Notify **Shelly** if you require referees.
- Complete the **Exhibition Sanction Request Form**, found under the **Manager Tab**:
Exhibition Game Request Form

Post-Game Reporting

- While exhibition game sheets do not need to be submitted, Hockey Alberta requires that:
 - ◆ Game details are completed and submitted once sanctioned play occurs.
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TOURNAMENTS

Planning Requirements

- **Add blackout dates** to the Google Form sent by the office (specific to your league).
- Submit a **Travel Permit Request** as required:
Travel Permit Form
- Upon acceptance to a tournament:
 - ◆ **Book hotels immediately**. Larger tournaments may have mandatory hotel partners (details provided by the host).

- ◆ Consider booking **pool times** or team events early.

- Share all tournament details and team expectations with families.

Meals & Team Gatherings

- Request hotel meeting rooms for team meals (e.g., pizza parties).

- Be flexible with meal plans, especially if schedules aren't released early.

- Dining out may be difficult in smaller centers with limited capacity.

Arrival at Tournament

- **Check in with the tournament coordinator** to receive welcome packages and details (e.g., swag bags, schedules).

- Many teams provide snacks for early or post-game refueling:

- ◆ Muffins, granola bars, Gatorade, oranges/bananas

- ◆ Funded through team cash call or parent sign-up

Discipline

- Any referee write-ups during tournaments must be submitted **immediately to Hockey Alberta Discipline** for review.

- **Discipline Reporting (South Central Contact: Roy Bowlby – 403-703-1088 / disciplinesouthcentral@hockeyalberta.ca)**

SCHEDULING CONSIDERATIONS

Tournaments & League Conflicts

- Review your league's critical dates and **schedule tournaments during breaks or non-league weekends** to avoid conflicts.

- Ensure compliance with all **league rules and regulations**. Visit your league's website for updated timelines and policies:

Ideal Tournament Weekends for 2025–2026

- Nov 14-16
- Dec 13-15
- Jan 3-5
- Jan31-Feb 1

The above dates are when we are limited to ice in Cochrane due to large tournaments being run. It is an ideal time to look for a tournament as the leagues will not have enough ice for all our teams to have home games on those weekends. It is very limited.

Discuss your team's level of play with the tournament coordinator before registering, to ensure appropriate competition.

PLAYOFFS & SEASON WRAP-UP

- Expect **positive and constructive feedback** throughout the playoffs.
 - Understand your playoff format and keep a copy of all relevant **rules on hand**.
 - Upon season completion:
 - ◆ Return **jerseys, pucks, and first aid kits** to the Equipment Manager.
 - ◆ Plan a **year-end celebration** (April is recommended, though some divisions may finish earlier).
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CMHA POLICIES TO KNOW

Familiarize yourself with all [CMHA policies](#), with particular attention to:

- **Game & Conduct Policy / Zero Tolerance Plan**
 - **Acceleration Policy**
 - **Affiliate Player Policy**
 - **Concussion & Return to Play**
 - **Respect and Discipline Policy**
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SOFT SKILL REQUIREMENTS

- As a manager, you may be exposed to **private family or player information**. This includes:
 - ◆ Home addresses
 - ◆ Financial challenges
 - ◆ Medical concerns

This information is **strictly confidential** and must not be shared.

- Share **relevant medical information** with coaches only when it will assist them in managing a player's **physical, emotional, or psychological health** safely and effectively.
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RESOURCES & SUPPORT

Tutorials & Guides

- [Score Clock Tutorial \(YouTube\)](#)
- RAMP Support: 1.866. 607.RAMP (7267) Ext #1
- [CMHA FAQ Page](#)

Technology Platforms

→ **RAMP:**

- ◆ Official platform for scheduling, rosters, and CMHA-linked updates
- ◆ Syncs with Hockey Canada Registry
- ◆ If your league is not on RAMP, you must enter league games manually to ensure referee assignment

→ **TeamSnap** (optional):

- ◆ Offers enhanced communication and file-sharing
 - ◆ Requires manual syncing with RAMP for schedule accuracy
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[ADDITIONAL LINKS & TOOLS](#)