

**Nanaimo Minor Hockey Association**

# **Team Reference Guide**



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## **1. Welcome**

Nanaimo Minor Hockey Association created this Team Reference to guide parents and team officials to identify key topics which affect players and teams during the hockey season. While the handbook focuses on assisting Team Managers in the smooth operation of their teams, the numerous resources benefit all team members. Except where the booklet refers to policies, the handbook is a guide. Team officials will bring their own ideas and skills to the team.

## **2. Code of Conduct**

NMHA rigorously enforces codes of conduct. The Codes of Conduct can be found in Appendix F: Codes of Conduct and in the NMHA Policy and Procedure Manual located on the NMHA website NMHA Constitution and By-laws, Policies and Manuals page.

The code covers conduct at practices, games, events and team functions and addresses issues such as harassment, media, alcohol and drug use.

NMHA expects players, officials and parents to conduct themselves in an ethical, appropriate manner at all times. Team Officials are not only responsible for upholding the code of conduct personally, but for vigilantly enforcing the code with your players, parents and other team officials.

Please familiarize yourself, team members and parents with these policies.

## **3. Team Positions**

### ***3.1. Rostered Positions***

All rostered team officials must have a Criminal Record Check done every year. They must also complete the certifications as per BC Hockey requirements.

#### **a) Coach**

- Trains and instructs individual players and the team.
- Oversees all team operations and is responsible for all team actions.
- Supervises players before, during and after practices and games.
- At all times, ensures two certified adults are present in the dressing room with players.

- Ensures the team leaves the dressing room clean and undamaged.

#### **b) Assistant Coach**

- Assists the Head Coach in the instruction of the team.
- In the absence of the Head Coach, the Assistant Coach assumes the Head Coach role.

#### **c) Hockey Canada Safety Person (HCSP)**

- Implements a risk management program for the team.
- Conducts a regular check of players' equipment to ensure proper fit, protective quality, and maintenance.
- Promotes proper conditioning and warm up techniques.
- Maintains accurate medical history files on players and brings to all games and practices.
- Maintains a fully stocked First Aid kit and brings to all games and practices (supplied by Team)
- Locks the dressing room during practices and games.
- Ensures two certified adults are present in the dressing room when tending to an injured player.
- After a player misses games or practices due to injury or severe illness, receives a doctor's note from the player stating that he/she is permitted to resume hockey activities. Provides the 2<sup>nd</sup> Vice President with a copy of the injury report and doctor's note.
- Implements an effective Emergency Action Plan with the team.

#### **d) Team Manager**

*NMHA encourages Team Managers to delegate responsibilities.*

Not only will the Team Manager enjoy a more relaxed season, but parent involvement with the team increases communication among the parents. A strong parent base builds a strong team.

Most parents volunteer in some capacity. At the beginning of the season, the Team Manager should set up training sessions for the parents that do not know how to run the score clock and how to use e-game sheets on Hi-Sports.

NMHA does not provide teams with I-Pads or any device for scorekeeping.

The Team Manager should monitor all delegated roles and update the rest of the team as appropriate. Should a volunteer not fulfill a task, regular monitoring ensures early detection of the problem so that team can easily resolve the issue.

Suggested roles for parents:

Treasurer(2 signatories- not to be Team Manager)

Fundraising/Special Events Coordinator

Scorekeepers

Timekeepers

Tournament Committee (2) – suggested for hosted tournaments

#### **(i) Jerseys & Equipment**

##### ***NMHA Equipment***

Pick up equipment and pucks. Refer to the NMHA website for equipment pick up and return dates.

##### ***Water Bottles***

Each player bring his or her own water bottle marked with his or her name to practices and games. For prevent the spread of germs and illness among team mates, players must avoid sharing water bottles.

##### ***Conflict Jerseys***

The home team must check that the visitor team does not have the same colour jersey. Alternate jerseys are stored in the Division lockers. As the jersey numbers may not match the team set, ensure that the jersey numbers are correct on the game sheet. Teams must launder the conflict jerseys and return to the locker within 24 hours.

##### ***Goalie Equipment***

Upon request, NMHA will make goaltender gear available, if sizing is available.

## **(ii) Contacts/Communication**

### ***Record Keeping***

The Team Manager securely stores the team's personal information. The Team Manager should create a binder with forms and handouts that can be taken to meetings, games and team events. For ease of completing the forms, the Team Manager should familiarize him or herself with hockey terminology and acronyms.

Documents to include in a binder:

- Roster
- Team Contact information (multiple copies)
- Team Personal Information Waiver
- Forms (Hockey Canada Injury Report, etc)
- Notices
- Arena information
- Committee updates
- Current financial information
- Team Parent Role List

All teams will be setup with a Team Snap account once rosters are finalized through NMHA office. Please DO NOT set up an account, as this will complicate team manage with the office.

### ***Parents Role List – if required in younger divisions***

The Team Manager creates and distributes to the team a Parents Role List outlining which parent assumes responsibility for delegated duties. Team members should contact the proper party with questions or ideas, without first directing questions to the Team Manager. Prior to distribution, the Team Manager ensures the team has developed an email protocol or process; this will help prevent negative comments and gossip.

### ***Hockey Canada Medical and Injury Report Forms***

Although this is the HCSP job it is always good to have this information on hand. When a player or coach who receives an injury during a practice, game or sanctioned team event must complete a

Hockey Canada Injury Report and submit it to BCH within 90 days or the injury. The player should retain a copy. Before returning to team practices or games, the player must submit a Return to Play to the team HCSP, NMHA and BC Hockey. All forms can be found on the NMHA website under Coaches and team management.

### ***Problem Resolution***

The Team Manager must address issues arising at the team level. This may involve acting as an intermediary between parents and coaches. If unable to resolve the issue, the Team Manager should bring it to the attention of the head Manager. If needed, the head manager will bring the issue to the NMHA Discipline Committee to resolve the issue.

**Please make sure that your players and parents understand the 24 hour “cool-down” period.**

### ***(iii) Budgets & Financials***

The Team Manager will delegate these responsibilities to a **Team Treasurer** who collects and distributes team funds.

#### ***Bank Account***

Each team requires a bank account. To open the account:

- Have two or more signing officers one of whom is the coach or Team Manager of the team. Cheques **MUST** require two signatures.
- Open the account using the team division and number. For example: Atom C4.
- The account should return monthly statements so that this documentation is available to justify expenditures. When writing a cheque, complete the description line; and, if one is available, write the invoice number on the cheque.

When organizing a team account **DO NOT**:

- Set up or allow the use of debit cards on the account

### ***Receipts***

- Obtain or provide receipts for all transactions. Number receipts for easy tracking. Receipts should contain:
- date of transaction;
- service rendered / purpose of payment;
- company/person owing payment;
- company/person receiving payment;
- signature of individual accepting payment;
- amount;
- form of payment.

### ***Budget***

- At the start of the season, discuss expected team expenditures with the parents( exhibition games, tournament fees, socks, bank fees, supplies and social events).
- Determine what expenses cannot be avoided, what additional activities the team would like to participate in and their additional cost to the team and how the necessary funds will be raised and distributed. Teams may choose to fund raise, pay fees to the team or both.

The Treasurer should circulate a monthly financial statement to NMHA Administrator and the parents. They have the right to ask financial questions at any time as the money belongs to the team.

The team officials and Treasurer must discuss any unforeseen expenses with the parents before any transaction takes place.

### ***Financial Reports***

All teams must submit a month end financial report to NMHA by the 15<sup>th</sup> of each month for the month previous throughout the season. Print forms from the NMHA website Forms page.

All teams must submit a season end financial report to NMHA by April 30<sup>th</sup>. Print forms from the NMHA website Forms page.

The team must close the bank account at the end of the season.

At the end of the season, the team must return unused funds in the team account to NMHA. Teams may reimburse parents for team fees



paid to the team but may not pay parents from any monies earned through fundraising. Teams may not reimburse parents for money spent on fundraising, for example, the cost of pub night or hockey tickets.

***(iv) Fundraising***

The team may organize a fundraising committee consisting of parents to coordinate fundraising efforts. Please refer to the NMHA Policy and Procedure Manual for Fundraising policies.

- The team should determine whether the fundraiser is a team event or on a per player basis and whether minimum participation levels are required/expected, etc.
- **All fundraisers must be requested through NMHA office by filling out the request form on line, Can be found on the NMHA website.**
- All fundraising activities must be well supervised and monitored.
- A Special Event Sanction must be completed for each team event outside of games, practices or tournaments.
- Each team must apply for a Class D license from the British Columbia Gaming Policy and Enforcement Branch if the team wishes to sell 50/50 tickets or similar raffles. Please refer to the BC Gaming Policy and Enforcement Branch for license limitations, guidelines and application. **Do not use the NMHA information on this site**, you are a separate identity and cannot link with NMHA.  
<http://www.gaming.gov.bc.ca/licences/classD.htm>

**AT ALL TIMES, NMHA MEMBERS' BEHAVIOUR AND APPEARANCE MUST REPRESENT THE NMHA CODES OF CONDUCT FOR COACHES, PLAYERS AND PARENTS.**

***(v) Team Conduct***

Team officials monitor the behaviour of parents and players before during and after games

***(vi) Game Day***

Home teams provide scorekeepers, timekeepers and ensure jerseys colours do not conflict.

### **Timekeeper/Scorekeeper**

- Train parent volunteers to time keep and score keep for home games. Most arenas have an instruction sheet with the time clock.
- Game sheets must accurately record period times; period and time of goals; period, time, type and player serving penalties.

### **Tournament Registration**

- Teams apply for tournaments independently of NMHA. All tournament arrangements must be in accordance with all Hockey Canada, BCH, VIAHA and NMHA rules and regulations.
- Teams pay for tournament entry fees from team fees or fundraising revenue.
- Teams may enter only BCH officially sanctioned and reputable tournaments.
- Once you have applied to a tournament and been accepted, you must inform your VIAHA Commissioner and if off island you must fill in the travel form included in forms part of this manual, receiving approval from VIAHA & NMHA Presidents
- A team parent may research and organize applications for tournaments.
- Without exception, players, coaching staff and parents must uphold the NMHA Codes of Conduct while representing NMHA at tournaments.
- BCH has rules regarding tournament permission requests. Typically, Association permission is only required for attending tournaments off Island.
- 30 days prior to the tournament, request a tournament game numbers from your Commissioner for each tournament. They will require the tournament name, dates and location as well as your email address.
- If necessary, obtain travel insurance and extended medical coverage.
- For a list of tournaments in BC, refer to the BC Hockey website.  
<http://www.bchockey.net/Tournaments/tournaments.aspx>

***(viii) Tournament Committee***

NMHA tournaments are run by each division with two parents from each team must serve on the Tournament Committee for the tournament in which the team will participate. The Tournament Committee meets 4-6 times prior to the tournament. Each committee member spends 12-16 hours assisting at the ice arenas during the tournament. Teams must also provide volunteers to sell 50/50 and raffle tickets during tournaments. Failure to provide volunteers could result in financial penalty.

**3.2. Non-Rostered**

Only the coaches, Team Manager and HCSP are rostered team officials. Parents assuming other team roles and responsibilities are not rostered. For insurance purposes, only the rostered officials are permitted on the ice or bench, or to be in possession of personal information of players. For a fee, a team may add more than five officials to the roster. Please contact the Registrar for details.

[registrar@nanaimominorhockey.com](mailto:registrar@nanaimominorhockey.com)

**4. Association Positions**

**4.1. Board Members**

Refer to the NMHA Policy and Procedure Manual for descriptions of the roles and responsibilities of Board members.

Please refer to the NMHA website Executive page for names and contact information.

**4.2. Appointed Positions**

Please refer to the Refer to the NMHA Policy and Procedure Manual for descriptions of the roles and responsibilities of appointed positions.

Please refer to the NMHA website Executive page for names and contact information.

### **4.3. NMHA Office**

#### **Nanaimo Minor Hockey Office**

750 3<sup>rd</sup> Street, Nanaimo BC

Phone number: (250) 754-5010

Fax: (250) 754-5030

Email: [nanaimomha@shaw.ca](mailto:nanaimomha@shaw.ca)

Mailing Addresss:

P.O.Box 562, Nanaimo, BC

V9R5L9

Please refer to the NMHA website for office hours.

## **5. Meetings**

### **5.1. NMHA Coaches' and Team Managers' Meeting**

Coaches and Team Managers must attend the NMHA Coaches' and Team Managers' meetings as called by the Division Director & Development Coordinator. This meeting includes a brief introduction to the season, awareness of upcoming issues.

### **5.2. VIAHA Team Coach/Manager Meeting**

Coaches and Team Managers of teams Peewee and up must also attend VIAHA's Coaches' and Team Managers' meeting. Please refer to the VIAHA website for dates.

At this meeting, VIAHA personnel introduce themselves. Most importantly, you learn of any changes to VIAHA policy that may affect your season.

### **5.3. Team Meetings**

Team meetings develop formal communication amongst team officials, players and parents and encourage participation from all members of the team.

Set up an initial meeting shortly following the formation of the team, for many this will be the first time they meet other players, parents and coaching staff.

Ideally, the team has a Team Manager before the initial team meeting. The meeting agenda should include plans for the season (tournaments, fundraising etc.) and a preliminary budget. This ensures that all parents understand the commitment of time and finances before the season commences. Other agenda items to include are delegation of roles and responsibilities, team rules and safety, grievance communication, the importance of a treasurer, and player and parent expectations. The Team Manager must lead this meeting to ensure that the group stays focused and does not exceed any time restrictions.

At the team meeting, delegate team duties. Encourage a member from each players' family to assume one duty. Have a Team Parent Role list to record volunteers.

Use the initial meeting as an opportunity to gather team contact list information, complete the Personal Information Waiver and outline the importance of the Hockey Canada Medical Form. As well, have extra copies of any handouts or forms to circulate to parents and players.

Take minutes from the initial meeting to distribute to parents. These minutes may assist resolution of disputes or concerns later in the season.

After the first Parent Meeting, arrange team meetings based on the team's need and desire for more meetings.

## **6. Team Rules**

When setting team rules, create fair and consistent rules. Clearly explain the significance of each rule and consequences for breaking it. Because most players have other activities/priorities outside of hockey, expect conflicts and absences. The expectation of commitment will vary with age, level of the team as well as other factors. NMHA expects family and school to have a higher priority than hockey. Team rules should reflect these values.

At the beginning of the season, the team officials should discuss team rules and safety procedures with both the players and the parents. The coaches should sign the rules and circulate copies to the team. When enforcing rules, treat all players equally.

## 7. Locker Room Policy

- Ensure your team knows what time the coach expects players to arrive at the arena.
- Ensure players dress in the dressing room and not the arena lobby. If you have a female player, let the opposing Team Manager know in advance
- **The coach may ask parents to leave 5 minutes prior to the game. Two team officials must remain in the dressing room with the players. NEVER leave an adult alone with the players.**
- **NEVER leave players unattended.**
- Inspect dressing rooms (sink, shower, toilet, mirrors) before allowing players in and following all practices and games. Report any damage immediately or your team will pay for the repairs. A team official must be the first person in and the last person out of the dressing room.
- To prevent theft, lock the dressing room while the team is on the ice.
- See attached BCH Locker Room Policy and ensure it is followed!

## 8. Team Roster

NMHA's Registrar registers players in conjunction with Hockey Canada. Its deadlines are absolute. The Registrar and Team Manager must work together to ensure players are rostered in a timely manner.

Once the Registrar sends the Team Manager a team roster, he or she must review the roster, including affiliate players, and advise the Registrar immediately of ANY required changes. Referees may ask to review the roster if any player disputes arise. Tournaments will require a copy of the team roster.

## 9. Affiliate Players

Affiliate players are NMHA registered players who temporarily play with teams in a higher division.

There are different rules for C and Rep hockey and for different divisions. Affiliates can only be used under specific conditions.

Before arranging an affiliate, please carefully read the appropriate sections in the VIAHA Rule Book and NMHA Policy and Procedure Manual. Remember to label Affiliate Players on the game sheet.

## 10. Referees

The NMHA Referee Assignor arranges referees for games scheduled on the NMHA & VIAHA website. The Ice Coordinator requires 72 hours notice for schedule changes

Report referee “no shows” to the Referee-in-Chief.

NMHA trains and develops referees. Throughout the season the Referee-in-Chief monitors referee performance and advances referees. Therefore, referee experience does not follow the season timeline. The referee for your game mid-season may have less experience officiating at your level than the referee at the start of the season. NMHA expects coaches to respect on-ice officials and encourage them to continue providing this service for NMHA.

To report any serious concerns regarding referee conduct, please send a written description to the NMHA Referee-in-Chief and a copy to the NMHA President. NMHA will not consider any complaint regarding how a referee or linesman called a particular game, or questioning interpretation of judgment calls. NMHA does not entertain requests from coaches regarding referee assignment.

## 11. Picture Day

On Picture Day, NMHA arranges for professional photos of each player and team. Each player receives a complimentary team and individual photo.

Please check the NMHA website for dates and schedules.

- Each team will be given an assigned time that should not conflict with any scheduled game/practice.
- As no dressing rooms are available, players arrive fully dressed (except for skates).
- Players do not wear helmets or neck guards in the photo.
- Choose an area to have your team meet at least 15 minutes prior to your assigned photo time.
- **Competitive Teams are to wear their WHITE home Jersey.**

- **Photo envelopes and more information will be available to Team Managers prior to Picture Day. You must have a roster list of your team with you on the day.**

## **12. Team Activities**

For any activity outside of games and practices (such as dryland training, swimming, etc.), you must submit a “Special Event Sanction Request Form” to the BC Hockey office at least 7-10 days prior to the start of the event in order to request to have Hockey Canada Insurance Program coverage extended to this event. This form is available on the NMHA web site and the BC Hockey web site. For a repeating activity, submit one form for all of the dates that the activity will occur.

<https://www.bchockey.net/AdminAppForms/Event%20Sanctioning%20-%20Form%20-%202010-03-31.pdf>

## **13. Resources**

### ***13.1. NMHA Policy and Procedure Manual***

Please refer to the NMHA website NMHA Constitution and By-laws, Policies and Manuals page.

### ***13.2. NMHA Constitution and By-laws***

Please refer to the CMHA website CMHA Constitution and By-laws, Policies and Manuals page.

## **14. Appendix**

### ***14.1. Appendix A: Equipment Check Lists***



## **Player Equipment Check List**

### ***Mandatory***

- Athletic Support (Jock/Jill)
- Hockey Socks (practices and games)
- Elbow Pads
- Gloves
- Pants (knee length)
- Full cage helmet
- Stick (length should reach chin level with skates on)
- Skates
- Garter belt if Velcro is not on Jock or Jill
- Shin Pads
- Shoulder Pads
- Practice Jersey
- BNQ approved bib-style Neck Guard

### ***Optional***

- Mouth Guard (strongly recommended)
- Tape (stick and sock)

## **On Ice Official Equipment**

- Helmet
- Skates
- Stick

## ***14.2. Appendix B: Initial Team Meeting Guideline***

Scheduled Date:

A. Introduction (5-10 minutes) Introduce yourself (Team Manager), coach, assistant coaches, HCSP.

- Give a brief explanation of the importance and purpose of the meeting.

B. Coaching Overview (10 minutes)

- Have the Coach provide information on the goals and objectives for the season and his credentials and philosophy.

C. Details of Program / Expectations for Players (10-20 minutes)

- With the Coach present specific information on the operation of your hockey program.
- Discuss expectations of the player (and parents)
- Time commitment
- Respect for themselves, all players (own team and opposition), referees, officials, parents
- Expected conduct – games, practices, locker room, events

D. Budget (15 minutes)

- Outline of expected costs Appendix C: Team Budget
- Initiate fundraising discussions – will there be a fundraiser, or will each family make a contribution? Suggestions: bingos, casinos, dinners, auctions / raffles, sponsors, walkathons, bottle drives etc.
- Activities – social events, picture day, tournaments

E. Team Apparel (5 minutes)

- Discuss dress code
- Water bottle policy

F. Expectations of the Parents / Volunteers (20 minutes)

- Co-ordinate roles and responsibilities – volunteer roles are essential and each family should participate in a role. Complete Appendix D: Team Parent Roles

G. Questions (5 minutes)

- Allow additional questions, parent concerns, etc.
- Distribute materials and any forms that need parent's attention.
- Set up time for next meeting. Date:

## Appendix C:Team Budget

### Income

Team Fees	
Fundraising	
<b>Total</b>	

### Costs

Rep fees	
Office Supplies/Bank Fees	
Team Apparel	
Tournaments	
Team Social Events	
Dryland Training (20 sessions)	
Goalie Training	
Exhibition Ref Fees	

### ***13.4. Appendix E: Game Check List***

#### **Pre Game**

- Volunteers lined up and trained
- Affiliate players arranged
- Timekeeper:
- Scorekeeper:
- 50/50 Tickets:
- Ensure jersey colours do not conflict.
- Ensure your game sheet info matches the players who have been dressed (critical in the case of suspensions and affiliates)

#### **During the Game**

- Check dressing rooms. If locked, be available to unlock if any emergencies arise.
- Monitor off- ice conduct of parents and players

#### **Post Game**

- Game Sheet signed by officials.
- Ensure dressing rooms left clean.

### **13.5. Appendix F: Codes of Conduct**

#### **Nanaimo Minor Hockey Association Coach Code of Conduct**

- a) Be a positive role model for your players.
- b) Winning is a consideration, but not the most important one. Care more about the child than winning the game. Remember, players are involved in hockey for fun.
- c) Display emotional maturity.
- d) Be alert to the physical safety of players.
- e) Be generous with your praise when it is deserved.
- f) Be fair and just, do not criticize players publicly.
- g) Teach good sportsmanship, respect parents, opponents and officials.
- h) Be patient and understanding, be upbeat and encourage fun.
- i) Familiarize yourself with the rules, techniques, and strategies of hockey.
- j) Be an effective communicator; do not just yell at players or officials.
- k) Recognize your influence on players; be honest and consistent.
- l) Teach the importance and value of teamwork.
- m) Emphasize the development of the fundamental skill of hockey.
- n) Adjust to personal needs and problems of players.
- o) Maintain open lines of communication with your players' parents. Explain the goals and objectives of our Association.
- p) Never verbally or physically abuse a player or official.
- q) When conversing with your players, or in the event that an official wishes to converse with you, be conscious of your position on the bench. Do not carry on a conversation where you are towering over the individual so that there is an intimidation aspect to your actions. (This would include standing on the bench with your foot on the top of the boards. This posture may incur a bench minor penalty). Eye level is best.
- r) Give all players the opportunity to improve their skills, gain confidence and develop self-esteem.
- s) Organize practices to be fun and challenging for your players.
- t) Be concerned with the overall development of your players. Stress good health habits and clean living.
- u) Never use profanity around players, parents or officials.

## **Nanaimo Minor Hockey Association Player Code of Conduct**

- a) Play for the fun of it, not just to please your parents or the coach.
- b) Respect your coach, your teammates and your opponents.
- c) Play by the rules.
- d) Never argue with the officials' decisions. Let your team captain or coach ask any necessary questions.
- e) Control your temper – no mouthing off, breaking sticks or throwing equipment.
- f) Work equally hard for yourself and your team – your team's performance will benefit and so will yours.
- g) Be a good sport. Cheer for all good plays, whether your team or your opponents.
- h) Treat all players as you yourself would like to be treated. Don't interfere with, bully or take unfair advantages of any player.
- i) Remember that the goals of the game are to have fun, improve your skills and feel good. Don't be a show-off or always try to get the most points or penalties.
- j) Cooperate with your coach, teammates and opponents, for without them you don't have a game.

## Nanaimo Minor Hockey Association Parent Code of Conduct

- a) Encourage, do not force an unwilling child to participate in sports.
- b) Remember children are involved in organized sports for their enjoyment, not yours.
- c) Insist your child always play by the rules.
- d) Realize the importance of practice in developing your child's necessary hockey skills.
- e) Never determine the worth of your child by whether the team won or lost a competition. Teach your child that honest effort is as important as victory so that the result of each game is accepted without undue disappointment.
- f) Be positive and encouraging to your child. Turn defeat into victory by helping your child work towards skill improvement and good sportsmanship. Never yell at your child for making a mistake.
- g) Remember that children learn best by example. Applaud good plays by your team and by members of the opposing team.
- h) Do not publicly question an official's judgment and never their honesty.
- i) Support all efforts to remove verbal and physical abuse from children's sporting activities.
- j) Recognize the value and importance of volunteer coaches. They give of their time and resources to provide recreational activities for your child.
- k) Do not discuss other team players as to their ability or aptitude in front of your own child.
- l) Should you have a concern regarding your child, be considerate of the coach and pick an appropriate time for discussion on the matter.
- m) Parents/guardians will not approach coaches before, during or immediately after a game to discuss a grievance.
- n) **To prevent escalation and poor communication parents must observe a 24-hour "cool off" period before addressing a grievance. In the case of conflict with a coach, contact the Team Manager first to arrange a meeting with the coach to discuss your grievance. NMHA is firm on observation of a 24-hour "cooling off" period. Individuals in violation may face suspension or expulsion from NMHA. Seek resolution in the following order: Team Manager, then Head Manager, then First Vice President, then President. Move to the next step only if the issue remains unresolved.**

## **Nanaimo Minor Hockey Association On-Ice Official Code of Conduct**

- a) Act in a professional manner at all times and take your role seriously.
- b) Strive to provide a safe and sportsmanlike environment in which players can properly display their hockey skills.
- c) Know all playing rules, their interpretations and proper application of them.
- d) Remember that officials are teachers too. Set good examples.
- e) Make your calls with quiet confidence, never with arrogance.
- f) Control games only to the extent that is necessary to provide a good experience for all participants.
- g) Violence must never be tolerated.
- h) Be fair and impartial at all times.
- i) Answer all reasonable questions when requested properly.
- j) Adopt a "Zero Tolerance" attitude towards verbal or physical abuse.
- k) Never use profanity when speaking to players, coaches or parents.
- l) Use honesty and integrity when answering questions.
- m) Admit your mistakes when you make them.
- n) Never openly criticize a coach, player or other official.
- o) Keep your emotions under control.
- p) Use only Hockey Canada approved officiating techniques and policies.
- q) Maintain your health and physique through a physical conditioning program.
- r) Dedicate yourself to personal improvement and maintenance of officiating skills.
- s) Respect your supervisor and his critique of your performance.

### **Nanaimo Minor Hockey Association Mission Statement:**

To promote sportsmanship, fair competition, development and safety for minor hockey players of all skill levels.