



Nanaimo Minor Hockey Association

**Team Reference
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1. Welcome

The Nanaimo Minor Hockey Association (NMHA) created this Team Reference Guide to help parents and team officials identify key topics that affect players and teams throughout the hockey season.

While the guide focuses on assisting Team Managers with the smooth operation of their teams, many of the resources are beneficial to all team members.

Except where the guide refers to specific policies, it is intended as a resource rather than a set of mandatory rules. Team officials are encouraged to bring their own ideas, experience, and skills to the team.

2. Code of Conduct

NMHA rigorously enforces its Codes of Conduct. The applicable Codes of Conduct and policies can be found on the BC Hockey website and in the NMHA Policy Manual.

The Code of Conduct applies to practices, games, events, and team functions and addresses issues such as harassment, alcohol, and drug use.

NMHA expects players, officials, and parents to conduct themselves in an ethical and appropriate manner at all times.

Team Officials are responsible not only for personally upholding the Code of Conduct, but also for ensuring that players, parents, and other team officials follow it.

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

3. Team Positions

3.1 Rostered Positions

a) Head Coach

The Head 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.

- Ensures that two adults are present in the dressing room with players at all times.
- Ensures that the team leaves the dressing room clean and undamaged.

b) Assistant Coach

The Assistant Coach:

- Assists the Head Coach with team instruction.
- Assumes the Head Coach's responsibilities in the absence of the Head Coach.

c) Hockey Canada Safety Person (HCSP)

The HCSP:

- Implements a risk-management program for the team.
- Conducts regular checks of players' equipment to ensure proper fit, protective quality, and maintenance.
- Promotes proper conditioning and warm-up techniques.
- Maintains accurate medical-history files for players and brings them to all games and practices.
- Maintains a fully stocked First Aid kit and brings it to all games and practices.
- Locks the dressing room during practices and games.
- Ensures that two adults are present in the dressing room when tending to an injured player.
- When a player misses games or practices because of an injury or severe illness, obtains a doctor's note confirming that the player is permitted to resume hockey activities.
- Provides the 2nd 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.

Delegating responsibilities allows the Team Manager to enjoy a more manageable season while increasing parent involvement and communication. A strong parent base helps build a strong team.

Most parents are willing to volunteer in some capacity. At the beginning of the season, the Team Manager should establish training sessions for the various volunteer positions.

The Team Manager should monitor delegated responsibilities and provide updates to the team as appropriate. Regular monitoring helps identify problems early so the team can resolve them quickly.

Suggested Parent Volunteer Roles

- Treasurer — two signing officers
- Fundraising
- Scorekeeper — three volunteers
- Timekeeper — three volunteers
- Tournament Registration
- Tournament Committee — two volunteers

3.1(i) Jerseys & Equipment

NMHA Equipment

Pick up and return:

- Jerseys
- First Aid kits
- Pucks

Please contact the Equipment Manager for pickup and return dates.

Water Bottles

Each player must bring their own water bottle, clearly marked with their name, to practices and games.

To prevent the spread of germs and illness among teammates, players must not share water bottles.

Conflict Jerseys

The home team must check that the visiting team does not have the same jersey colour.

Because jersey numbers may not match the team's regular set, ensure that the correct jersey numbers are recorded on the game sheet.

Teams must launder conflict jerseys and return them to the locker within 24 hours.

Goalie Equipment

Upon request, NMHA may make goaltender equipment available, subject to sizing availability.

3.1(ii) Contacts & Communication

Record Keeping

The Team Manager must securely store the team's personal information.

The Team Manager should create a binder containing forms and handouts that can be taken to meetings, games, and team events. Managers should familiarize themselves with hockey terminology and acronyms to make completing forms easier.

Recommended Binder Contents

- Team roster
- Multiple copies of team contact information
- Team Personal Information Waiver
- Forms, including game sheets and Hockey Canada Injury Reports
- Schedules, including practices, games, and parent volunteers
- Notices
- Arena information
- Committee updates
- Current financial information
- Team Parent Role List

Hockey Canada Medical & Injury Report Forms

Although maintaining medical and injury information is the responsibility of the HCSP, it is recommended that the Team Manager also have this information readily available.

When a player or coach is injured during a practice, game, or sanctioned team event, a Hockey Canada Injury Report must be completed and submitted to BC Hockey within 90 days of the injury. The player should retain a copy.

Before returning to team practices or games, the player must submit the appropriate Return-to-Play documentation to the team HCSP, NMHA, and BC Hockey.

Problem Resolution

The Team Manager is responsible for addressing issues that arise at the team level. This may include acting as an intermediary between parents and coaches. If an issue cannot be resolved at the team level, the Team Manager should bring it to the attention of the Division Coordinator. If necessary, the Division Coordinator will refer the matter to the NMHA Discipline Committee.

Please ensure that players and parents understand the **24-hour "cool-down" period** for addressing concerns.

3.1(iii) Budgets & Financials

The Team Manager may delegate financial 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 must be the team's Coach or Team Manager.
- All cheques **must require two signatures**.
- Open the account using the team's division and number (for example, "Atom C4").

- The account should provide monthly statements so financial documentation is available to support expenditures.
- When writing a cheque, complete the description line and, where available, include the invoice number.

Receipts

Obtain or provide receipts for all transactions. Number receipts for easy tracking. Receipts should include:

- Date of transaction
- Service rendered or purpose of payment
- Name of the person or company making the payment
- Name of the person or company receiving the payment
- Signature of the individual accepting payment
- Amount
- Form of payment

Budget

At the beginning of the season, discuss expected team expenditures with parents. Potential expenses may include:

- Exhibition games
- Tournament fees
- Socks
- Bank fees
- Supplies
- Social events

Determine:

- Which expenses are unavoidable.
- Which additional activities the team would like to participate in.
- The additional cost of those activities.
- How required funds will be raised and distributed.

Teams may choose to fundraise, collect team fees, or use a combination of both. The Treasurer should circulate a monthly financial statement to the NMHA Office and parents. Parents have the right to ask financial questions at any time because the money belongs to the team.

Team Officials and the Treasurer must discuss unforeseen expenses with parents before any transaction takes place.

Financial Reports

All teams must submit a month-end financial report to NMHA by the **15th of each month** for the previous month throughout the season.

Electronic forms are available on the NMHA website Manager's page.

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

At the end of the season, unused funds in the team account must be returned to NMHA.

Teams may reimburse parents for startup fees paid to the team:

- \$100 for recreational teams
- \$200 for competitive teams

Teams may **not** reimburse parents using money earned through fundraising.

Teams may also not reimburse parents for expenses incurred while conducting fundraising activities, such as the cost of a pub night or hockey tickets.

3.1(iv) Fundraising

The team may establish a fundraising committee consisting of parents to coordinate fundraising activities.

Please refer to the NMHA Policy and Procedure Manual for applicable fundraising policies.

When organizing fundraising activities:

- Determine whether the fundraiser is a team event or conducted on a per-player basis.
- Determine whether minimum participation levels are required or expected.

- Ensure all fundraising activities are properly supervised and monitored.
- Complete a Special Event Sanction for each team event held outside of games, practices, or tournaments.
- If the team wishes to sell 50/50 tickets or conduct similar raffles, it must apply for a Class D licence from the British Columbia Gaming Policy and Enforcement Branch.
- Refer to the BC Gaming Policy and Enforcement Branch for current licensing limitations, guidelines, and application requirements.

Important: Do not rely on NMHA's information when applying for a gaming licence. The team is a separate entity and cannot link its application with NMHA.

Code of Conduct Reminder

At all times, the behaviour and appearance of NMHA members must represent the NMHA Codes of Conduct for Coaches, Players, and Parents.

3.1(v) Team Conduct

Team Officials are responsible for monitoring the behaviour of parents and players before, during, and after games.

3.1(vi) Game Day

The home team is responsible for:

- Providing game sheets.
- Providing scorekeepers.
- Providing timekeepers.
- Ensuring jersey colours do not conflict.

3.1(vii) Game Sheets

All scorekeeping is completed online.

Please visit the Spordle login page for information and access:

Spordle Login

Timekeeper / Scorekeeper

Team Managers should train parent volunteers to operate the time clock and complete scorekeeping duties for home games.

Most arenas have an instruction sheet for the time clock.

Game sheets must accurately record:

- Period times
- Period and time of each goal
- Period and time of penalties
- Type of penalty
- Player serving each penalty

3.1(viii) Tournament Registration

Teams apply for tournaments independently of NMHA.

All tournament arrangements must comply with Hockey Canada, BC Hockey (BCH), Vancouver Island Amateur Hockey Association (VIAHA), and NMHA rules and regulations.

- Teams pay tournament entry fees using team fees or fundraising revenue.
- Teams may enter only officially sanctioned and reputable tournaments.
- A team parent may research tournaments and organize applications.
- Players, coaching staff, and parents must uphold the NMHA Codes of Conduct while representing NMHA at tournaments.
- BC Hockey has rules regarding tournament permission requests. Typically, Association permission is required only for tournaments held off Vancouver Island.
- As soon as possible, request a tournament game number from your Commissioner/Managing Director — VIAHA, for each tournament.
- The request will typically require the tournament name, dates, location, and 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.

3.1(ix) Tournament Committee

NMHA tournaments are run by each division.

Two parents from each team must serve on the Tournament Committee for the tournament in which their team participates.

The Tournament Committee generally:

- Meets 4–6 times before the tournament.
- Requires each committee member to spend approximately 12–16 hours assisting at the arenas during the tournament.
- Requires teams to provide volunteers to sell 50/50 and raffle tickets during tournaments.

Failure to provide required volunteers could result in a financial penalty.

3.2 Non-Rostered Positions

Only the Coach, Team Manager, and HCSP are rostered team officials.

Parents who assume other team roles and responsibilities are not rostered officials.

For insurance purposes, only rostered officials are permitted:

- On the ice
- On the bench
- To possess players' personal information

For a fee, a team may add more than six officials to its roster. Contact the Administrator for details.

4. NMHA Office

Nanaimo Minor Hockey Association Office

Address:

750 3rd Street

Nanaimo, BC

Phone: (250) 754-5010

Fax: (250) 754-5030

Email: administrator@hockeynanaimo.com

Mailing Address:

P.O. Box 562

Nanaimo, BC V9R 5L9

Please refer to the NMHA website for current office hours.

5. Meetings

5.1 NMHA Coaches' & Team Managers' Meeting

Coaches and Team Managers should attend NMHA Coaches' and Team Managers' meetings when called by the Coordinator.

These meetings provide:

- An introduction to the season
- Information about upcoming issues
- Important updates for Coaches and Team Managers

5.2 VIAHA Team Coach/Manager Meeting

Coaches and Team Managers of teams **U11 and older** must also attend the VIAHA Coaches' and Team Managers' meeting.

Please refer to the VIAHA website for meeting dates.

VIAHA personnel introduce themselves and provide important updates. Most importantly, these meetings provide information about changes to VIAHA policies that may affect the season.

5.3 Team Meetings

Team meetings establish formal communication among Team Officials, players, and parents and encourage participation from all team members.

An initial team meeting should be scheduled shortly after the team is formed. For many families, this will be the first opportunity to meet the other players, parents, and coaching staff.

Ideally, the Team Manager should be selected before the initial team meeting.

Initial Meeting Agenda

The meeting should include:

- Plans for the season
- Tournament plans
- Fundraising
- Preliminary budget
- Delegation of roles and responsibilities
- Team rules
- Safety procedures
- Grievance and communication procedures
- Importance of having a Treasurer
- Player expectations
- Parent expectations
- Time and financial commitments

This ensures parents understand the expected time and financial commitments before the season begins.

The Team Manager should lead the meeting and ensure the group remains focused and respects any time restrictions.

Delegating Team Duties

At the initial meeting:

Delegate team duties.

- Encourage one member of each player's family to take on at least one responsibility.
- Use a Team Parent Role List to record volunteers.

The initial meeting is also an opportunity to:

- Gather team contact information.
- Complete the Personal Information Waiver.
- Explain the importance of the Hockey Canada Medical Form.
- Distribute relevant handouts and forms.

Take minutes at the initial meeting and distribute them to parents. These minutes may assist with resolving disputes or concerns later in the season.

After the initial Parent Meeting, schedule additional team meetings according to the team's needs.

6. Team Rules

Team rules should be fair, consistent, and clearly communicated.

When establishing rules:

- Clearly explain the purpose and significance of each rule.
- Explain the consequences of breaking a rule.
- Recognize that players have other activities and priorities outside of hockey.
- Expect reasonable conflicts and absences.
- Consider the player's age, level of hockey, and other relevant circumstances.

NMHA expects **family and school to have a higher priority than hockey**. Team rules should reflect these values.

At the beginning of the season, Team Officials should discuss team rules and safety procedures with both players and parents.

Coaches should sign the team rules and circulate copies to the team.

When enforcing rules, treat all players fairly and consistently.

7. Dressing Room Etiquette

Team Officials should ensure that the following procedures are followed:

- Communicate the time at which the Coach expects players to arrive at the arena.
- Check the schedule to determine which dressing room the team should use.
- Ensure players dress in the dressing room rather than in the arena lobby.
- If the team has a female player, notify the opposing Team Manager in advance.
- Cameras and cellphones are not permitted in dressing rooms. Refer to the BC Hockey Locker Room Policy.
- The Coach may ask parents to leave the dressing room five minutes before the game.
- Two Team Officials must remain in the dressing room with players.
- **Never leave an adult alone with the players.**
- **Never leave players unattended.**
- Inspect the dressing room, including the sink, shower, toilet, and mirrors, before allowing players to enter and after practices and games.
- Report any damage immediately. Failure to report damage may result in the team being responsible for repair costs.
- A Team Official must be the first person into and the last person out of the dressing room.
- To prevent theft, lock the dressing room while the team is on the ice.

8. Team Roster

NMHA's Administrator registers players in conjunction with Hockey Canada.

Registration deadlines are absolute.

The Administrator and Team Manager must work together to ensure that players are rostered in a timely manner.

Once the Administrator provides the Team Manager with a team roster, the Team Manager must review it, including any affiliate players, and immediately advise the Administrator of **any required changes**.

Referees may request to review the roster if player eligibility is disputed.

Tournaments will also 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.

Different rules apply to C-Recreation and Rep-Competitive hockey and to different divisions.

Affiliate players may only be used under specific conditions.

Before arranging for an affiliate player, carefully review the applicable sections of the VIAHA Rule Book and NMHA Policy and Procedure Manual.

Remember to identify Affiliate Players on the game sheet.

10. Referees

The NMHA Referee Assignor arranges referees for games scheduled on the NMHA and VIAHA websites.

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 as appropriate.

As a result, referee experience does not necessarily follow the season timeline. A referee assigned to your game mid-season may have less experience officiating at your level than a referee assigned at the beginning of the season.

NMHA expects Coaches to respect on-ice officials and encourage them to continue providing this important service to NMHA.

Referee Concerns

Serious concerns regarding referee conduct should be submitted in writing to the NMHA Referee-in-Chief, with a copy to the NMHA President.

NMHA will not consider complaints regarding:

- How a referee or linesman called a particular game.
- The interpretation of judgment calls.
- Requests from Coaches regarding referee assignments.

11. Picture Day

NMHA arranges professional photographs of each player and team on Picture Day.

Each player receives a complimentary team photo and individual photo.

Please check the NMHA website for current dates and schedules.

Picture Day Procedures

- Each team will receive an assigned time that should not conflict with a scheduled game or practice.
- Dressing rooms will not be available, so players must arrive fully dressed.
- Players should not wear skates, helmets, or neck guards for photographs.
- Choose an area where the team can meet at least 15 minutes before its assigned photo time.
- Photo envelopes and additional information will be provided to Team Managers before Picture Day.
- The Team Manager must bring a current team roster to Picture Day.

12. Team Activities

For any activity outside of games and practices — such as dryland training, swimming, or similar activities — a **Special Event Sanction Request Form** must be submitted to the BC Hockey office at least **7–10 days before the activity**.

This is required to request an extension of Hockey Canada Insurance Program coverage to the event.

The form is available through NMHA and BC Hockey.

For a recurring activity, submit one form covering all dates on which the activity will occur.

BC Hockey — Special Event Sanction

Quick Reference — Key Requirements

Item	Requirement
Dressing Room	Two adults must be present; never leave an adult alone with players
Water Bottles	Players must use their own labelled bottle and must not share
Financial Account	Two signing officers required
Cheques	Two signatures required
Financial Reports	Due to NMHA by the 15th of each month
Bank Account	Must be closed at season end
Unused Funds	Returned to NMHA at season end
Startup Fee	
Reimbursement	\$100 recreational / \$200 competitive
Fundraising	Parents cannot be reimbursed from fundraising proceeds
Game Schedule Changes	Ice Coordinator requires 72 hours' notice
Injury Report	Submit to BC Hockey within 90 days of injury
Return to Play	Required before returning to hockey after applicable injury/illness
Special Events	Submit sanction request 7–10 days before event
Tournament Committee	Two parents per team
Affiliate Players	Must comply with applicable VIAHA/NMHA rules
Picture Day	Players arrive fully dressed; no skates, helmets, or neck guards
Code of Conduct	Applies to players, parents, coaches, and officials at all times
24-Hour Cool-Down	Parents/players should observe the required cool-down period before addressing

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

On Ice Official Equipment

- Helmet
- Skates
- Stick
- Gloves

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	
Total	

Costs

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

14.3. Appendix D: Team Parent Roles

Role	Parent Name
Coach	
Assistant Coach	
Assistant Coach	
Team Manager	
HCSP	
Treasurer	
Tournament coordinator	
Tournament Committee	
Tournament Committee	
Fundraising coordinator	
Scorekeeper	
Scorekeeper	
Scorekeeper	
Timekeeper	
Timekeeper	
Timekeeper	

14.4. Appendix E: Game Check List

Pre Game

- Volunteers lined up and trained
- Affiliate players arranged
- Timekeeper
- Scorekeeper
- Ensure jersey colors 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 is signed by officials.
- Ensure dressing room is left clean.

14.5. Appendix F: Codes of Conduct

Nanaimo Minor Hockey Association Coach Code of Conduct

- Be a positive role model for your players.
- 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.
- Display emotional maturity.
- Be alert to the physical safety of players.
- Be generous with your praise when it is deserved.
- Be fair and just, do not criticize players publicly.
- Teach good sportsmanship, respect parents, opponents and officials.
- Be patient and understanding, be upbeat and encourage fun.
- Familiarize yourself with the rules, techniques, and strategies of hockey.
- Be an effective communicator; do not just yell at players or officials.
- Recognize your influence on players; be honest and consistent.
- Teach the importance and value of teamwork.
- Emphasize the development of the fundamental skill of hockey.
- Adjust to personal needs and problems of players.
- Maintain open lines of communication with your players' parents. Explain the goals and objectives of our Association.
- Never verbally or physically abuse a player or official.
- 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.
- Give all players the opportunity to improve their skills, gain confidence and develop self-esteem.
- Organize practices to be fun and challenging for your players.
- Be concerned with the overall development of your players. Stress good health habits and clean living.
- Never use profanity around players, parents or officials.

Nanaimo Minor Hockey Association Player Code of Conduct

- Play for the fun of it, not just to please your parents or the coach.
- Respect your coach, your teammates and your opponents.
- Play by the rules.
- Never argue with the officials' decisions. Let your team captain or coach ask any necessary questions.
- Control your temper – no mouthing off, breaking sticks or throwing equipment.
- Work equally hard for yourself and your team – your team's performance will benefit and so will yours.
- Be a good sport. Cheer for all good plays, whether your team or your opponents.
- Treat all players as you yourself would like to be treated. Don't interfere with, bully or take unfair advantages of any player.
- 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.
- Cooperate with your coach, teammates and opponents, for without them you don't have a game.

Nanaimo Minor Hockey Association Parent Code of Conduct

- Encourage, do not force an unwilling child to take part in sports.
- Remember children are involved in organized sports for their enjoyment, not yours.
- Insist your child always play by the rules.
- Realize the importance of practice in developing your child's necessary hockey skills.
- 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.
- 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.
- Remember that children learn best by example. Applaud good plays by your team and by members of the opposing team.
- Do not publicly question an official's judgment and never their honesty.
- Support all efforts to remove verbal and physical abuse from children's sporting activities.
- Recognize the value and importance of volunteer coaches. They give of their time and resources to provide recreational activities for your child.
- Do not discuss other team players as to their ability or aptitude in front of your own child.
- Should you have a concern regarding your child, be considerate of the coach and pick an appropriate time for discussion on the matter.
- Parents/guardians will not approach coaches before, during or immediately after a game to discuss a grievance.
- 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 Division Director, 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

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