

# Patriots Youth Hockey Team Manager Playbook 2025-2026



# About Patriots Youth Hockey

The Patriots are a WAHA Region 4 Association, made up of players from the Madison East, Madison Lafollette, Monona, and Cottage Grove communities. All skaters who reside on a permanent basis in these school districts are eligible to participate on Patriots teams.

The Association was formed in 1984 when the youth hockey programs of Monona and East Madison merged. Patriots remain one of the longest standing hockey organizations in the area. The club serves all children living in the Madison East, Madison Lafollette, and Monona Grove School Districts.

Rink address: Hartmeyer Ice Arena, 1834 Commercial Ave, Madison, WI 53704. Phone: (608) 204-7606

Patriots Website: <https://www.patriotshockey.org/>

- Board Information - <https://www.patriotshockey.org/page/show/1981930-board>
- Dibs (volunteer and concession sign up) - [https://www.patriotshockey.org/dib\\_sessions](https://www.patriotshockey.org/dib_sessions)
- 2025-2026 Registrar — registrar@patriotshockey.org

## [Wisconsin Amateur Hockey Association](#)

- [WAHA Hockey Region 4](#)
- [WAHA Sanctioned Hockey Associations - Full List](#)
- [WAHA Sanctioned Hockey Tournaments](#)

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This playbook was co-written by PYHA parents and former team managers, Jackie Bernstein, Eric Jimieson, and Tina Rettler-Pagel for the 2023-2024 season. It will be reviewed annually by designees from the Patriot Youth Hockey Association (PYHA) Board. Comments or questions about this playbook, its content, or any other manager-related topics can be directed to the PYHA Board at [president@patriotshockey.org](mailto:president@patriotshockey.org).

This document was updated on 10/05/2025.

# Welcome

Thank you so much for volunteering to serve as the Manager of a Patriots Youth Hockey Coed Team/Madison Dragons All-Girls Team! You are an integral part to having the season run smoothly and vital to the team's success both on and off the ice. The Patriots Youth Hockey Association (PYHA) is 100% volunteer led and run and depends on people like you to make the season possible. Managing a team is a significant commitment of your time and energy and we greatly appreciate your willingness to take on this vital role. There is no better way for you to contribute to the success of your team than to serve as Team Manager. The Manager role is one of leadership and great responsibility. You are the key person on your team to take care of off-ice operations. It takes a lot of time, dedication and communication to be an effective Manager for your team. The Manager wears many hats.... organizer, leader, communicator, safety marshal, occasional rule enforcer, completer of paperwork, hand-holder, and resolver/communicator of complaints. It can be hectic and busy, but it can be extremely rewarding and lots of fun as well!

This Manager handbook was prepared to help answer some of the most generally asked questions and to give you the information needed to help guide your team to a successful season. There is a tremendous amount of information presented in this handbook, and throughout the season. Please do not hesitate to ask a Patriots Youth Hockey Board member or experienced team manager any questions you might have. Below are some of the responsibilities and optional tasks that the manager usually takes care of. These items can be assigned to a designated volunteer team parent, but it is ultimately the responsibility of the Manager to see that these tasks get accomplished.

## Team Manager Guiding Principles

Keep in mind the Mission and Vision of the Patriots Youth Hockey Association.

Share and promote the lifelong gift of hockey. Model respect, fairness, and sportsmanship while developing youth skaters of different skill levels. Provide our skaters and family members alike with good I.C.E. (Inclusivity, Communication, Equity).

- Inclusivity. PHYA offers a variety of programs for everyone cognizant of cost and commitment.
  - Communication. Communication and transparency are important to us; we are committed to assessing regularly and working to constantly improve.
  - Equity. PHYA offers development options for a variety of skill levels, ambitions, and aspirations.
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- Be positive-even when it's a challenge to do so. Exhibit grace under pressure as there are bound to be situations or events that may be challenging. You are a representative of the Patriots/Dragons and will be in direct contact with the Head Coach and the parents on your team. You will wear many hats, none more important than maintaining that positivity.
  - Communicate effectively and efficiently with the Coaching staff and the Parents.
  - Delegate responsibilities. Don't be afraid to ask parents for help. Most parents are eager and willing to assist the manager. Many parents will offer their time for specific tasks. Ask for volunteers early or for tasks that you know certain parents will excel at!
  - Encourage team spirit/camaraderie. Many times, the off-ice activities or small celebrations with a team will lead to great success on the ice.

# Steps to becoming a Manager

Typically, a head coach will ask a team parent to be the team's manager. Once asked, and if you accept, the following processes need to be taken care of:

## USA Hockey Registration

You must [register as a volunteer with USA Hockey](#) first. This process is free. This registration will ensure you are assigned a USA Hockey member number for SafeSport training. Email your USA Hockey member number to the Registrar, [registrar@patriotshockey.org](mailto:registrar@patriotshockey.org).

## Complete USA Hockey's SafeSport Training

All Volunteers with active skater interaction, such as designated Locker Room Supervisors, Coaches, Managers, and Board Members are [required to complete USA Hockey's SafeSport Training](#). Training must be completed before a person begins having regular contact with minor athletes, or if they do not have regular contact with minors, no more than 45 days after beginning the role that requires them to complete training. Volunteers and Managers can take this training for free. The SafeSport training and Refresher training are valid for twelve (12) months.

Upon completion of SafeSport training, all volunteers (including the team manager) must send the Registrar their USA Hockey number. They do not need to send a completion certificate or any other information. Once the USA Hockey number is plugged into the USA Hockey portal, the Registrar can then see the status of SafeSport, Background Screen, CEP, and age-specific modules. For the 2025-2026 season, the Registrar is Amy Brinza - [registrar@patriotshockey.org](mailto:registrar@patriotshockey.org).

What is SafeSport?

The safety of its participants is of paramount importance to USA Hockey. USA Hockey SafeSport is the organization's program related to off-ice safety.

USA Hockey has long had systems in place to protect its participants from physical abuse, sexual abuse and other types of abuse and misconduct that can be harmful to youth hockey players and other participants. These include without limitation Physical Abuse, Sexual Abuse, Screening, Locker Room Supervision and Hazing Policies, in addition to Codes of Conduct applicable to administrators, coaches, officials, parents, players and spectators. The USA Hockey SafeSport Handbook is intended to update and collect USA Hockey's various policies to protect its participants from all types of misconduct and abuse.

## USA Hockey Background Screening

All Volunteers with active skater interaction, such as designated Locker Room Supervisors, Coaches, Managers, and Board Members are required to [complete a background screen](#). Submit your receipt to the Patriots Treasurer for reimbursement.

If you are a returning Team Manager and completed a background check last season, you do not have to complete this season. If you are unsure of your status, email the Registrar.

- ☑ **Pro-Tip:** Coaches can check their CEP level and completed age-specific modules at [USA Hockey Learning Center](#). Coaches can also keep their own records regarding annual SafeSport renewal and every other year Background Screen. After trying on their own first, coaches/managers/volunteers can certainly email the Registrar to check on their requirement status, but it's highly advised they keep track of their own records!

# Team Manager Responsibilities

## Your Role as Manager

You were asked to be a manager because your coach believes you have the kind of positive attitude and common-sense judgment that managers need, as well as the ability to take care of the details necessary to ensure a fun season for all the members of your team: players, coaches and parents.

### **Liaison to the Team**

The Coach and their assistants are responsible for the players on the ice and in the locker room. You are responsible for everything else. Your job is to organize the team, to communicate effectively with parents, coaches, the Patriots Youth Hockey Association, and to follow-up and ensure that delegated activities occur. A solid relationship between the coach and manager is imperative for a successful season. Keep in regular contact with your coach so that the two of you are “on the same page” and have the same information.

### **Liaison to the Patriots Youth Hockey Association**

As the manager, you will also be in direct contact with the PYHA Treasurer, the PYHA Registrar, fundraising and volunteer committees, and members of the PYHA board and organization as a whole. Team parents will often look to you for information, answers to questions, and other details. Staying up to date on all PYHA communication, events, and requirements will be helpful when communicating with families.

As a liaison for both your team and the PYHA, the manager includes such tasks, duties, and responsibilities as:

- Facilitating communications between parents, coaches & PYHA designees.
- Maintaining the team game schedule and keeping parents informed.
- Making team travel arrangements (Hotels for away tournaments, etc.)
- Monitoring policy and rule enforcement (as directed by the PYHA Board - i.e. locker room monitor policy)
- Finalizing and executing game duties (i.e. official roster, roster stickers, game volunteers, etc.)

### **Time Commitment**

The time commitment for the manager role can vary due to many factors. Below is an approximation of some of those duties, however many of the manager tasks sometimes fall outside of these duties and can be difficult to quantify across the board for all teams and all managers.

- Game scheduling (5-20 hours at the start of the season)
- Practices and/or games (2-5 hours/week)

- Tournaments (3 weekends+ per season)
- Meetings as required both at the team and association level (varies)
- Team coordination, volunteer coordination, game confirmation, etc. (1-5 hours per week)
- Check emails and answer any inquiries in a timely fashion (approximately 1-2 hours a week).

## Manager Duties will Fulfill PYHA Volunteer & Concession Requirements

Team managers are awarded full volunteer and concession credits for serving as a team manager. These credits are awarded at the end of the season and fulfill PYHA volunteer and concession requirements for the current season that applies to your skater's level (see p.27 of the PYHA Handbook).

## WAHA requirements

### Age Verification

*This task mostly applies to Squirts. However it would be needed at any travel age group if there's a new player to the Patriots.*

Wisconsin Amateur Hockey Association (WAHA) requires that players provide proof of age documentation. Parents must present a legal certified copy of the player's birth certificate (no copies).

You will want to work with families to get these forms completed as soon as possible.

When the birth certificate is presented, the manager will complete the [Age Verification form](#) (see the Appendix). You will sign the form and a Patriot representative (board member or coach) will validate the form by signing in the remaining signature spot. Fully complete forms, with all required signatures, can be given to PYHA Registrar registrar@patriotshockey.org in person (if she is at the rink) or emailed as an attachment.

- ☑ **Pro-Tip:** Forms only need to be submitted one time for each player for the duration of the time they play with PYHA. This task will typically fall on Squirt/10U Managers, but if a player is new to the Patriots at a PeeWee/12U or Bantam/14U level, those managers will complete this task.
- ☑ **Pro-Tip:** If your coach schedules a parent meeting, this is a good time to take care of these forms. Give parents enough heads up for the date you need to see them so they can find them! If there is no coaches meeting, some managers will just give families days/times they will be at a practice and take care of it then.
- ☑ **Pro-Tip:** The Registrar needs these forms for verification of birth dates. The signatures MUST BE CLEAR! If signatures are not legible, please print the signed name next to the illegible signature.

### Concussion and Other Serious Injury Protocols

- ◆ Parent and Athlete Agreement for Concussions, Head Injury, and Sudden Cardiac Arrest
  - The PYHA Board or designees will be asking families to sign these forms BEFORE they step on the ice for camp ice and/or tryouts.

- Verify this process has been completed, however athletes should not be on the ice if this form is not completed, so the PYHA Board will communicate with any managers if they need assistance with these forms.
- The PYHA Board or designees will be managing these forms, including tracking and storing.
- ◆ Major Injury Reporting
  - Decide at the beginning of the season whether the Coach or Team Manager would be reporting [Suspected or actual Concussions and other major injuries] to the Safety Officer, PYHA Board member, Aaron Palmer, 608-220-1587, [aaron.palmer21@gmail.com](mailto:aaron.palmer21@gmail.com) (2025-2026 season)
  - Report injuries to the Patriots Safety Officer
    - When a concussion, suspected, or other major injury occurs during a game or practice, a report must be filed with the Patriots Safety Officer
  - Procedure for return to play for a concussion or suspected concussion: The form (shown in the Appendix, but also [linked here](#)) will need to be completed by a doctor and submitted to the Patriots Safety Officer, who then submits it to WAHA. A player cannot return from a concussion until the forms are submitted to WAHA.
  - Return from other injuries just requires notification to the Safety Officer that provides explanation about the players clearance and how they are safely returning to play.
- ◆ Additional Safety Information is also available on [WAHA's website](#).

## Team/Family Communication and Coordination

Remember that one of the keys to success as a manager is making sure that necessary communications are made in a conscientious and timely fashion. This requires effort on your part, both to be sure that you are aware of the things that you must communicate as well as to ensure that the communication itself occurs. Be sure to ask your team's head coach how he/she plans to communicate with team families. In most cases, the manager and the coach will collaborate on team communications and share this important responsibility.

Some reminders about good communication:

- Inform your team the best way to communicate with you (text, email, phone).
  - Some teams will choose to use alternate, but consistent forms of communication, such as GroupMe, the SportsEngine chat, or other apps. In these cases, inform parents of the method you plan to use as your PRIMARY form of communication. Additionally, be sure all parents have access to whatever method you choose. Make sure you share your contact information in your FIRST email to parents.
- Be timely, be clear and be accurate! One of the things that parents appreciate most is being kept informed, particularly with respect to schedules and schedule changes. It's usually not wise to rely on the players to accurately relay information. We recommend emailing the game and practice schedules as soon as you know them. Since many busy households are only focused on the current week, we recommend also sending an email at the beginning of each week of the week's activities. Remember that you are the communication hub and that the other team parents are looking to you for information in a timely fashion.
- Communicate frequently with your team's Coach. Keep him/her informed about what is planned and how parents are feeling. Be sure you understand any issues or concerns they may have.
- Email schedule changes as soon as possible. If your schedule does change, in the case of home games, it means that you must also contact the DCHOA and update your team calendar. If an away game changes, update your team calendar with the correct information

- Keep parents informed about scheduling issues, tournaments under consideration, upcoming team events, and Patriot events/reminders in your weekly emails.
  - PYHA will often convey information to the team managers that needs to be shared with each team. Please communicate information in a timely manner.
  - Communicate early and often about team-related volunteer requirements. Some parents may not realize there are volunteering needs outside of the PYHA requirements (scoreboard, scoresheet, penalty boxes, locker room monitors). Use team communications to let families know where to sign up for volunteering, what open needs exist, and how they can help.
- ☑ **Pro-Tip:** When handing out material to parents, it is a good idea to write each family's name on the material you plan to hand out. That way you will know for sure who has received your material and who hasn't.

## Parent Meeting

As soon as possible, after players are selected for your team, you will need to start the communication process between the coach, you, and the team. More than likely your coach will try to schedule an initial Parents meeting for your team - during a practice is often a good time. Try to hold this meeting as soon as you can at the rink. If you haven't already done so via electronic means (i.e. a shared Google doc), at the first meeting, start by collecting parents' names and preferred phone numbers, addresses and email addresses. Be considerate of players with two households or multiple parent families. You will probably also have your first week's schedule to share. Below are some suggestions as to what topics can be covered at the initial team meeting. Your coach should be leading the meeting.

Possible meeting topics:

- Introduce coaching staff, team manager(s), players and parents/siblings
- Coaching Philosophy/Team Philosophy How does the coach intend to approach the season?
- Team Communications- Weekly email? What to ask the coach about? What to ask the manager about?
- Any incomplete/new paperwork
- Information about the schedule
- Tournaments (if you have any information to share)
- Volunteering expectations - Make it clear there are Patriots volunteer and concessions requirements, but there are also team-based volunteer expectations (scoreboard, scoresheet, penalty boxes, locker room monitors)
- What questions do parents have?
- It's also nice to check with a Board member (one may likely be on your team) for other messages to reiterate.

## Practices

Practice dates and times are set by the Patriots Youth Hockey Association. The organization also uploads these into SportsEngine.

A few notes from the PYHA Board about expectations for practices:

- The PYHA has committed to a [Locker Room Monitoring Policy](#) to ensure the safety and wellbeing of our athletes. Please review the linked policy to ensure you are aware of the guidelines and expectations.

- In short, there MUST be a locker room monitor in the locker room at all times at ALL LEVELS (for practices and games). The manager can serve as a locker room monitor, but each team should have 2-3 designated locker room monitors. Coaches usually cannot serve as locker room parents because they are on the ice before some kids leave the locker room and are usually off the ice well after kids have returned to the locker room.
- All Locker Room Volunteers must complete required USA Hockey registration, SafeSport training, and background check . (See how-to above)
- Locker Room Monitors receive full volunteer credit.
- NO cell phones are allowed to be used in the locker rooms.

## Game Scheduling

1. Once all teams are set the PYHA Ice Scheduler, Dana Hendricks, [danajhendricks@yahoo.com](mailto:danajhendricks@yahoo.com), will send you a list of HOME ice dates and times.
    - a. This list should take into account any tournaments the organization has already scheduled for your team, so double check that you do not have home ice on your scheduled tournament weekends.
    - b. One strategy for scheduling is to put all Saturday and Sunday dates for the season into a spreadsheet. You might also consider adding Fridays to the schedule because some teams will schedule Friday night games. Note any home games and times that have been assigned to your team. Note tournament dates. The “open” dates are possible scheduling opportunities for away games.
    - c. If you see any errors on the schedule, contact the PYHA Ice Scheduler as soon as possible.
  2. Connect with your team’s head coach as soon as possible after accepting a manager position. You will want to learn how they would like game scheduling done. Some coaches ask the manager to schedule games in whatever and whichever way it works. Other coaches have a recommended or suggested process for scheduling certain opposing teams in certain weeks. Still other coaches prefer to do the schedule themselves or in tandem with the manager.
    - a. Ask the coach about any priorities for scheduling the coach may have, such as dates to avoid, scheduling around holidays, or any teams they want to ensure are scheduled or any teams they prefer not to play this season.
  3. When scheduling, there are a few different approaches, depending on expectations your coach may have relayed or teams who have contacted you first.
    - a. Most teams have contact information for managers and coaches on their youth hockey team pages. You can reach out directly via these team pages.
    - b. When scheduling, try to schedule both an away and home game with a team. These arrangements are preferred because they are reciprocal in nature - we each “share” the cost of ice by hosting each other for a game.
    - c. Often, managers will send a list of dates they can host and a list of dates they are looking for away games.
    - d. There are often scheduling groups on Facebook for each age level. (see pro-tip below)
  4. Put all games into SportsEngine. This data populates both your team pages and the overall Patriots organization calendar. Double and triple check all dates, times, and locations to ensure the information is accurate.
- Pro-Tip:** Try to schedule hard-to-fill games as soon as possible (but based on any consideration or guidance your coach has offered you). These hard-to-fill games might include Thanksgiving weekend games or any games

around the December holiday season.

- ☑ **Pro-Tip:** Facebook has groups at all levels that might be good to join if you are trying to find teams to take certain home ice (that you cannot fill) or if you are looking to find someone to host your team for an away game. A few sample groups from Facebook include [Wisconsin Squirt A/B/C - 2025/26 Schedulers Group or U12 \(Peewee\) A/B 2025-2026 Schedulers Ice - Wisconsin](#) or (for girls' teams - [Wisconsin Girls Hockey Collective](#)).
- ☑ **Pro-Tip:** It is sometimes a good idea after your schedule is set, to double check the opposing team calendars (on their team websites) to make sure your date/time/location matches their calendar/game schedule. Some managers report finding discrepancies when reviewing other team schedules.
- ☑ **Pro-Tip:** If you have a home ice time you cannot fill or that poses a challenge with an away game you are trying to schedule or in some other way is unusable, you have a few options. Note you MUST account for the allotted number of home ice dates to ensure your team has the same number of home ice games that the PYHA has planned for. If you run into a challenge with a date, 1) Try to work with another team manager to see if you can swap home ice dates/times; 2) Reach out to the ice scheduler to see if there is another date that might open to “give up” a home ice date and swap in a new one (note: this is usually difficult to do); or 3) Consult your coach to see if they might have ideas for how to address the challenge.

## Requesting Officials/Referees

After your games are scheduled, you need to request referees for any HOME games with the [Dane County Hockey Officials Association \(DCHOA\)](#).

1. For the first two weeks of the season, please send your HOME game schedules to Patriot Board member, Liz Payne. She will enter those into the system for you until you get your DCHOA login.
2. Unless you hear otherwise from Liz for the 2025-2026 season, follow this process for a login: For those who have never had a login, please register [HERE](#). If you have had a login in the past, you will need to request access for your new team by logging in to your account.
3. To request officials once logged in, you will find the function bar (hamburger or three lines as it's often referred) on the top left of the page. Select Request for Officials.
4. When officials are requested for a game, the following are required information:
  - a. location
  - b. date
  - c. time
  - d. age levels of the teams
  - e. length of the game - Game times are Squirts 1:00 - 60 min, Peewee 1:15 - 75 min, and Bantam 1:30 - 90 min. Add resurface for all stays at 0.
  - f. whether or not the game is a tournament game

If you cannot access the site or need help, please contact PYHA Board Member, Liz Payne, [epayne4@gmail.com](mailto:epayne4@gmail.com).

- ☑ **Pro-Tip:** Please see the Appendix for the full DCHOA Policy and Process for Requesting and Canceling Officials

# Weekly Responsibilities

## Team Communications

Effective and consistent communication is your primary job as the team manager. You are the primary contact for all communications:

PYHA & Coaches/Parents

Outside Organizations & Coaches/Parents

Establish primary methods of communication with your coaching staff and parents at the start of the season. It is highly recommended to send a weekly email communication with your coach's input (via SportsEngine or another communication tool, such as Group Me) to parents to celebrate the previous week's accomplishments, reflect on opportunities, and to set expectations and share information for the week ahead.

Key Pieces to consider for a weekly communication message:

- Coaches Corner
- Upcoming Practice dates/time/location
- Game Duty Reminders

## Game Confirmations

You need to confirm all games scheduled for date, time and location. (It does not matter if this is a home or away game). It is very important to verify all games with the other team, home and away. Do this a week or 2 before the game is to be played. Check SportsEngine to ensure your team will have enough players to compete, once confirmed, email the opposing team's manager to verify the following:

- Game Date/Time & Location
- Game Duty Requirements - for away games, do they need your team to cover a penalty box? Or for home games, do you need the visiting team to cover a penalty box?

## Referee/Official Confirmations

For home games, verify referees have been assigned by using the DCHOA.org site.

Sometimes not enough referees have signed up to cover the games on the schedule. In these cases, the DCHOA contact will send an email out by Monday or Tuesday of the week preceding the game, letting managers know their games are in jeopardy. This is especially common during holiday weekends or other common Wisconsin tradition events (i.e. deer hunting weekend in November). The email from DCHOA will look something like this:

*This is a courtesy email concerning the status of assignment of officials to games. If you are receiving this, you have one or more games this weekend that are **POTENTIALLY** going to be canceled on the DCHOA website for lack of officials. **This is NOT a cancellation notice**, only a warning that the games might be canceled. The games that are potentially going to be canceled are listed below. Where a major factor is a late request date, the date is listed (A is after assigning, L is within 10 days of game); if a single game, that is noted.*

DCHOA will typically wait until Thursday evening, prior to the weekend's game, before they will cancel. They want to give manager's time to encourage officials to pick up those games. If you get this email, you will want to send emails

to officials you know and/or the officials late call list (on the DCHOA website). Encourage them to request the games through DCHOA. You cannot confirm officials. A sample email has been included in the Appendix if you are looking for a sample.

## Home Game Operations

### **Welcome Visiting Teams**

As the primary representative of PYHA to our visiting team, it is important to welcome them to our rink and guide them to their locker room (see locker room assignment board). This will allow you to quickly identify the opposing team manager and exchange any necessary materials and/or information.

### **Coordinate Volunteers for Game Jobs and Tasks**

#### **(Penalty box, scoresheet, scoreboard, locker room parent)**

For all home games, you will need volunteers for the following duties:

- Scoreboard
- Scoresheet / Gamesheets
- Penalty Box (some teams cover both, while others cover one and ask the visiting team to do the other)
- Locker Room Parent - See the Locker Room Monitor Policy under the Practices section if you have questions.

For all away games, you will need volunteers for the following duties:

- Penalty Box (check with the host team's manager if they need a volunteer from our team for this duty)
- Locker Room Parent - See the Locker Room Monitor Policy under the Practices section if you have questions.

There are a few different approaches to securing parent volunteers that managers have found successful:

- Use Sign Up Genius to ask parents to choose their roles and games/dates. It is sometimes helpful to give families a number of slots you want them to claim. Send follow up communication to encourage families to participate. Direct email families who do not sign up and ask them to participate.

OR

- Assign parents to these roles at the beginning of the season and send out a sheet so that they know their assignments. It will then be their responsibility to get someone to trade with them if they cannot make a certain game.

New travel families are sometimes reluctant to sign up for the scoreboard or scoresheet because they are afraid of making a mistake and they say they don't know how to do these tasks. To help folks overcome this:

1. Schedule a scoreboard training, or maybe even multiple. Sometimes running these during practices is a good way to catch parents.
2. Use a buddy system. While the scorers area is not very large, you can try a trainer model with an experienced scoreboard or scoresheet person "training" or "standing by to support" a new-to-the-task person.

3. Tell parents exactly what is expected of them when you send out the sign up sheet or assign them to specific tasks. An outline of the duties is included in the Appendix. Feel free to use these guidelines when communicating with parents.
4. Print and laminate a Timeclock Conversion Chart and a sample completed scoresheet if you think those would be helpful. See the appendix area for links to these documents.

- ☑ **Pro-Tip:** Keep in mind that the schedule changes during the season and games may be canceled or added. You will want the volunteer sign up to reflect these changes.
- ☑ **Pro-Tip:** game days, double check that the assigned locker rooms are accurate and that they are not being used by the game or practice players scheduled before your game. It can be embarrassing for an opposing team to arrive at Hartmeyer to find they cannot access their locker room. If there are any issues with locker room assignments, check in with the rink attendant to find a solution.

## Gamesheet

Scoring for Home Games has migrated to the electronic Gamesheet Scoring App. Instructions on utilizing the app can be found below.

- [Quick Start Guide For Managers](#)
- Additional Training Links can be found on the [WAHA website](#).

There will be an iPad with the Gamesheet Scoring App preloaded and available for home games in the concession stand. This is to be checked out and returned for each game.

When hosting a home game at a facility that is NOT Hartmeyer iPads may not be readily available, be sure to have arrangements made in advance.

## Scoresheet Stickers/Labels

Physical scoresheets may still be utilized for non WAHA governed event. A specific type of label is needed to adhere to the scoresheets for each game. You will need 4 labels per game (for each layer of the scoresheet) so make sure you have plenty on hand at all times for road games and tournaments.

Directions for filling out/printing:

1. Open the [template sticker sheet file](#) in Word
2. Fill out the team and coach information, using the template as your guide. Note all labels should include fully player names, jersey number, coach names and CEP numbers, as well as the manager name and contact phone.
3. Print using "Fit to one page wide, one page tall" setting
4. Use Avery Labels #8163/18163 or a store brand that is the same dimension as the Avery labels.

- ☑ **Pro-Tip:** Many managers will print several sheets of labels out and keep them in a folder or binder to always have on hand. But always check with the host organization if they are using hard copy score sheets that require labels or if they are using an electronic means for scoring games. In this case, they will need the team's roster information to be sent to them electronically before the game.
- ☑ **Pro-Tip:** If your team's goalie(s) skates out, we recommend listing the player twice if they wear a different jersey number while in goal (if they skate out) - on line with their player/skater number and on line with their goalie number. Cross off either the player line or the goalie line on the scoresheet to correspond with the position they are playing in that game.

- ☑ **Pro-Tip:** Absent Players: Cross off any absent players before the stickers are placed on the scoresheet and before the referees take the scoresheets to the coaches for signing before each game.
- ☑ **Pro-Tip:** If you have any cross or double rostered players, be sure they are also listed on your scoresheet labels.

## Rosters

PYHA Registrar [registrar@patriotshockey.org](mailto:registrar@patriotshockey.org), will work with you to create & maintain your team's Official USA Team Roster. This will serve as your verification of birth certificates. Rosters are due by December 31st. You will receive a link to the final roster after this date. You will need the most recent version of your team's Official USA Team Roster with you at all games.

Watch for emails from PYHA Registrar [registrar@patriotshockey.org](mailto:registrar@patriotshockey.org). She will instruct you on specific tasks or information she will need for these processes.

- ☑ **Pro-Tip:** Rosters cannot be approved/finalized/submitted until all coaches and managers have their requirements completed. The registrar will not be able to provide an official roster (prior to 12/31) if one or more coaches haven't completed their USA hockey requirements (coaching certification, SafeSport, Background check).
- ☑ **Pro-Tip:** We recommend you keep this within your Manager Binder or preferred file system.
- ☑ **Pro-Tip:** : Be sure to check with the registrar to ensure the roster is accurate leading up to Playdowns, especially if you have any players from a lower level who are double-rostering.

## SportsEngine

Team managers will utilize the SportsEngine platform for all team communications and event scheduling. This ensures that we protect personal information of our members and that we have a consistent communications platform. As a team manager, you will be given administrative access to manage your team page after you have completed the team manager registration form.

After you are officially identified and designated as a team manager, a designee from the PYHA Board will assign you admin rights to your team's account. This will allow you to input games and any other team events. Practice dates and times are entered into SportsEngine by the Patriots organization, so team managers do not have to enter those.

SportsEngine also gives you access to see practice, game, and event RSVPs, roster information, and add guardians to rostered players if their guardian or parent does not have access.

To learn more about how to use SportsEngine from the team admin side, please use the [SportsEngine Getting Started Guide](#) or ask a fellow manager or PYHA member [registrar@patriotshockey.org](mailto:registrar@patriotshockey.org).

# Tournaments

Teams generally enter the season with three tournaments on their schedule, selected by designees from the PYHA Board. You should receive information from the PYHA Board (or designee) with tournament information (name, location, dates). If hotel blocks have already been confirmed/finalized, you will receive this information as well.

Check in with your coach to see if they would like additional tournaments on the schedule. Make note of possible time frames where you can look for a tournament but be mindful of your home game schedule and if you must trade home games with another team at your level, so you do not lose home ice to accommodate a tournament. Note that many tournaments are already full at the start of the season, so it can be hard to pick up tournaments later. You may have to look at other states but check this with your coach.

When you receive tournament information from the Patriots, note the following:

- If a hotel block is already secured, communicate about the block information.
- Secure a block if one is not already finalized.
  - ◆ Be mindful of family budgets and try to secure a block of rooms that is manageable by team families.
  - ◆ Hotels with a complimentary breakfast are often appreciated by families to both save on costs, but also for feeding players before morning games.
  - ◆ Hotels with pools are often appreciated by families.
  - ◆ Ask about team gathering spaces. Some hotels do not want families hanging out in common areas and these hotels may cause stress for managers and parents, in general.
  - ◆ Be mindful of tournaments that are Stay To Play and require reservations thru specific hotels.
- Secure a meeting room for socializing if one is not already secured. Sometimes meeting rooms are not free, so you will want to communicate with team families about pitching in to cover costs if needed.
- Communicate about hotel rules, policies, etc. with team families

Additionally, you will be responsible for the following:

- ◆ [Scoresheet stickers](#) (if not on Gamesheet) - plan 4 stickers per game, so bringing 16-20 is usually enough.
- ◆ Game duty tasks - ask tournament organizers if they require team families to fulfill any game duties (penalty box, scoresheet, etc.)
- ☑ **Pro-Tip:** Print an official team roster from USA Hockey for the tournament, even if they do not ask for it. You never know when you will be asked about your official roster.
- ☑ **Pro-Tip:** Always keep the tournament rules on hand. You never know what a tiebreaker might be, or some other strange overtime rule you couldn't anticipate.

Note: A common tournament tradition includes making door signs with player names and numbers. However, there seems to be a trend moving away from this tradition, particularly to protect the identities and names of our children and to avoid announcing hotel room locations. Some teams instead elect to create other tournament memories, trinkets, or mementos that do not rely on publicly posted signs.

# Recognition and Celebration

## **WAHA patches (Zero, Hat Trick, Playmaker)**

At the end of each season, WAHA issues patches for specific special game achievements.

Zero - Goalie Shutout

Hat Trick - 3 Goals Scored in a single game by a single player

Playmaker - 3 assists in a single game by a single player

You can track these as the season progresses or tally any of these up at the end of the season, using the past scoresheets.

Managers should keep the scoresheets as proof of each patch earned; at the end of the season the team manager needs email/text pics of the scoresheets as proof for WAHA to the Patriots Registrar [registrar@patriotshockey.org](mailto:registrar@patriotshockey.org). The Registrar will then forward the copy of the scoresheets to WAHA and then WAHA will send the Registrar the patches; the Registrar will then distribute them to team managers.

- ☑ **Pro-Tip:** Some managers save time at the end of the season by noting, in some way, on the scoresheet if a shutout, hat trick, or playmaker occurred in a game. For example, a post-it note with the name of the player and the achievement earned will save time at the end of the season.
- ☑ **Pro-Tip:** A cell phone picture of the scoresheet, with the achievement earned highlighted, is an easy way to send proof of achievements.

## **Team party**

Some teams choose to have an end of season celebration, sometimes tacked on to a team's last practice or another end of season event. Consider asking your team parents if anyone is interested in leading this initiative.

## **Coach gifts**

Some team families elect to give their team's coaching staff a gift at the end of the year and will contribute to these costs. Managers may choose to coordinate this, or this may be a task that a parent volunteers to take on.

Approaches vary and types of gifts may vary. Consider asking your team parents if anyone is interested in leading this initiative.

# Other Responsibilities, Tips, and Notes

1. Consider making [team roster cards](#) to help families get to know player and parent names.
2. If the Patriots are hosting a state tournament, each team is asked to contribute a "team basket" for the basket silent raffle. Each team chooses a theme and builds a basket of goodies around this theme. This is a good task to delegate to a team parent who can help coordinate items and collect funds from families to cover costs.
3. SportsEngine has an option to print a contact list. You might also consider creating a shared contact list via a Google doc, where families can enter email addresses, additional contact information/phone numbers, etc.
  - a. Whatever method you use, keep a contact sheet for your team in your binder. You never know when SportsEngine will not work, and you need to contact a parent.

- b. Some managers input phone numbers for their team parents, coaches, and other resources into their phone's contact list for easy access.
4. Some teams will use an alternative app or tool for team communications, such as GroupMe. Check with your coach to see if they have a preference.
5. Set up a Venmo/PayPal/some other system of moving money between families. You are often ordering pizza or collecting money for the coach gift, or other cost-related things, and this is the easiest way for parents to pay you.
6. Do not be afraid to shoulder-tap parents who haven't volunteered for team duties. Some families need a personal invite or nudge! Sometimes this is related to not knowing the expectations and other times some parents are unsure of what to expect or afraid of certain duties. And still other times, some parents just need a "personal invite" to get involved. Leading with kindness and a specific ask, is sometimes the best way to approach these situations.

## Manager Supplies

It is strongly encouraged to have your Manager Bag/Backpack & Team Binder or file system filled to ensure you have (just about) everything you could possibly need on gameday!

### **Binder**

Many managers find it helpful to create a manager's binder to store all your essential game day paperwork:

- New Official Scoresheets
- Team Roster Stickers
- Completed Official Scoresheets
- Official USA Hockey Team Roster
- Emergency Player/Parent Contact Information

- Pro-Tip:** Parent Contact Information: Encourage parents during the parent meeting to confirm and/or update their contact information in case of emergency.

### **Extra Supplies**

The kids have been known to forget a few pieces of essential equipment, have a loose screw in a helmet or break a shoelace. Over the years, team managers have been known to have a few 'spare parts' on hand. This is NOT required, but if you have these items at your disposal it can be helpful. Here is the current recommended list to have on-hand:

- Mouthguard (new)
- Neck Guard
- Hockey Tape & Scissors
- Hockey Laces
- Helmet Repair Kit
- First Aid Kit
- Extra Patriots Jersey (home/away)

# Common Manager FAQs

***Our team has not received their jerseys yet or we have a new Patriots player without a jersey. What do I do?***

Ask other teams if they have players with a 2nd set of jerseys. Some coaches may have older kids who no longer play for the Patriots and have jerseys you can borrow. If you have jerseys with duplicate numbers when you borrow a set, use tape to change the numbers. For example, a #10 can quickly become a #18.

***I cannot find any visiting teams to take one of our home ice games. I don't want to lose the ice. What can I do?***

Utilize the Team Manager Message Board. Reach out to other teams at your level because of game length (i.e. Squirt to Squirt) and see if they have a time/date they can trade.

***Is training available for how to run the scoreboard?***

There is usually someone on your team who knows how to run the scoreboard and may be willing to teach/show others. In these cases, a "training" model works well, where the experienced scoreboard person stands with a new scoreboard person and helps them during the game. Another option is to ask other managers if they have any experienced parents who are willing to do a demonstration. This works well during a practice, particularly if your age group is sharing the ice with an older age group (i.e. Squirt B sharing with Peewee C).

***What is 1A, 2A, 3A, 4A when looking for games and tournaments?***

1, 2, 3, 4 are levels of team classification. WAHA rulebook Article 5 details the specifics, but in a nutshell, 1, 2, 3, 4 refer to team classifications based on the following criteria:

- a. Ability to schedule ice.
- b. Number of youth teams.
- c. Success in league play.
- d. Number of times teams qualify for state tournaments.
- e. Past success at state tournaments.
- f. Size of association – number of skaters.

Teams in each division will be reflected as listed below:

<b>Division 1</b>	<b>Division 2</b>	<b>Division 3</b>	<b>Division 4</b>
<b>1A</b>	<b>2A</b>	<b>3A</b>	<b>4A</b>
<b>1B</b>	<b>2B</b>	<b>3B</b>	<b>4B</b>
<b>1C</b>	<b>2C</b>	<b>3C</b>	<b>4C</b>

For example, the Patriots are a Division 1 organization, so our teams would be 1A, 1B, 1C, etc. McFarland is a Division 2 organization, so their teams would be 2A, 2B, 2C, etc. The state tournament these teams go to corresponds to their division classification.

***Can my team play teams in other divisions?***

Yes, Division 1 teams can play teams in other divisions, such as 1A plays a 2A team. Some teams will play a level down for some games (i.e. a 1A team might play a 1B team) if the conditions are right. The team coach should guide this type of decision making during the scheduling process.

***What is playdowns?***

Playdowns typically occur the first weekend in February, so don't schedule any games! Playdowns are based on regions and are the mechanism for deciding which team(s) will represent the region at WAHA's state tournament. So the Patriots will have playdown games against other 1A teams in Region 4 (Verona, Waunakee, Polar Caps, Middleton, Sun Prairie, Patriots).

***Are Minnesota classifications the same if I am looking for games or tournaments?***

No. Pee wee A in Minnesota is typically not the same level as Pee wee A in Wisconsin. If you are looking for Minnesota tournaments or games, you want to search for one level below what your team's classification is. For example, a Wisconsin Squirt A team should look for Minnesota Squirt B games or tournaments.

***Can coed teams play all girls teams?***

Yes, coed teams can play girls teams. The team managers or schedulers should seek these opportunities if appropriate and the coach should guide the decision making on what the appropriate level of team might be to play.

# Appendices

## WAHA Age Verification Form



### WISCONSIN AMATEUR HOCKEY ASSOCIATION

#### ANNOTATION OF BIRTH FACTS ABSTRACTED FROM CERTIFIED COPY OF BIRTH CERTIFICATE (Wisconsin Register of Deeds Fact Sheet)

Name of Association \_\_\_\_\_

It is illegal in the State of Wisconsin to photocopy a vital record and use it as legal proof of birth. The abstractor should verify the following features of the legal certified copy before accepting it as a legal copy of the birth certificate:

Check all three before accepting this document:

- Raised Seal of Registrar (not a notary seal on a photocopy)
- Signature of Official that Issued Certificate and Date of Issuance
- Watermark (chain link which can be seen when held up to the light, issue date 2000 and after)

The following birth facts were abstracted from a certified copy of a birth certificate (with registrar's raised seal, signature, date of issuance, and watermark) which was presented /sent to me:

1. Child's Name (First Name)		(Full Middle Name)	(Last Name)	(Title, e.g., Jr.)
2. Date of Birth (Month, Day, Year)		3. Gender <input type="checkbox"/> Male <input type="checkbox"/> Female		
4. Name of Mother Listed (First Name)		(Middle Name)	(Last Name)	
5. Name of Father Listed (First Name)		(Middle Name)	(Last Name)	
6. Place of Birth Country <input type="checkbox"/> USA or Specify:		State	City, Village, Town	County
7. Certified Copy of Birth Certificate Issued by <input type="checkbox"/> State Registrar Office <input type="checkbox"/> Local Registrar Office: <input type="checkbox"/> U.S. Dept of State (FS 240 or DS 1350): <input type="checkbox"/> Other (Foreign Country):			8. Date of Issuance (Month, Day, Year)	
9. Date Certified Copy of Birth Certificate Presented to Office (Month, Day, Year)		10. Certified Copy of Birth Certificate Presented/Sent by (Name of Parent or Other Person)		
<p>Certification Statement: I affirm that, to the best of my knowledge and belief, I accurately abstracted the information listed on this form from a <u>certified copy</u> of the birth certificate presented as proof of identity for the above-listed child. I returned the certified copy of the birth certificate to the person who presented it/sent it.</p>				
Signature of Association Representative		Date	Signature of Association Representative	

# Parent and Athlete Agreement for Concussions, Head Injury and Sudden Cardiac Arrest Information



## PARENT & ATHLETE AGREEMENT

**As a Parent and as an Athlete it is important to recognize the signs, symptoms, and behaviors of concussions and the nature and risks of Sudden Cardiac Arrest during youth athletic activities.** By signing this form, you are stating that you understand the importance of recognizing and responding to the signs, symptoms, and behaviors of a concussion or head injury, as well as those of Sudden Cardiac Arrest (SCA). **Note:** If your child athlete is under the age of 19, you **MUST** sign this agreement before your child will be allowed to participate in any hockey activities.

### **Parent Agreement:**

I have read the Parent/Athlete Concussion & SCA Fact Sheets and understand what a concussion is and how it may be caused. I also understand the common signs, symptoms, and behaviors. I agree that my child must be removed from practice/play if a concussion is suspected. I also acknowledge that if, my child is 12 years of age or older, that I understand my child must be removed from practice/play if a signs or symptoms of SCA are observed.

I understand that it is my responsibility to seek medical treatment if a suspected concussion is reported to me.

I understand that my child cannot return to practice or play until providing written clearance from an appropriate health care provider to his/her coach.

I understand the possible consequences of my child returning to practice or play too soon following a concussion and the risks associated with my child continuing to participate in a youth athletic activity after experiencing one or more symptoms of sudden cardiac arrest.

### Parent/Guardian

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

### **Athlete Agreement:**

I have read the Parent/Athlete Concussion Fact Sheet and understand what a concussion is and how it may be caused. I have also read the information on Sudden Cardiac Arrest.

I understand the importance of reporting a suspected concussion to my coaches and my parents/guardian. And I understand that I must be removed from practice or play if a concussion is suspected or if I show signs or symptoms of SCA.

I understand that I must provide written clearance from an appropriate health care provider to my coach before returning to practice or play. I also understand the possible consequence of returning to practice or play too soon and that my brain needs time to heal.

I understand the possible consequences of my returning to practice or play too soon following a concussion or a SCA.

### Athlete

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

## Game Volunteer Tasks and Duties - Overview of each role

### TIMEKEEPER (CLOCK/SCOREBOARD)

- Ensure the game clock is turned on and working properly
- Run the time clock
- Enter goals on the scoreboard
- Enter penalties on the scoreboard

See the scoreboard controls [here](#).

### SCORESHEET KEEPER

- Follow Directions on Gamesheet App OR see below for physical scorekeeping.
- Obtain scoresheet from team manager.
- Record goals and penalties and other game information as it is received from the game referee
  - Note that the time used on scoresheets is time elapsed, not the time on the clock. Use this cheat sheet for reference: [12 minute periods](#) [15 minute periods](#)
- Record shots on goal, which are tracked by the penalty box attendant
- Obtain referee signature(s) on the scoresheet
- Obtain a coach signature from both teams (referees do this)
- Sign the scoresheet yourself
- Turn in completed, signed scoresheet to your team manager(s)
- See a [picture](#) of a score sheet (click to view file)
- Read [directions](#) for what you need to do with the score sheet (click to view file)

### PENALTY BOX ATTENDANT

- Opens and closes penalty box door when needed, based on direction from referee/scorekeeper
- Tracks shots on goal for the goalie on your side of the ice (you will use a clicker to do this)

Note: Some away game locations require us to staff our team's penalty box, but those will be on a game-by-game basis.

### LOCKER ROOM Parent\*\*(this position is needed at all games and practices)

\*\*This position requires SafeSport training, a USA Hockey membership (free to parents), and background check. If you are interested in taking the training, which takes anywhere from 90 minutes - 3 hours, follow these steps:

- i. Register for USA hockey if you do not already have a number:  
<https://membership.usahockey.com> > Choose Manager/Volunteer/Parent and follow the steps until completion. There is no cost for this sign-up.

- ii. Be sure to watch for a confirmation email after you sign up. I didn't see this initially and it wouldn't let me take the training until I confirmed my email.
- iii. After you have your USA hockey number, complete the SafeSport training at this link: [SafeSport Program Training \(usahockey.com\)](https://www.usahockey.com/safesport)
- iv. When you are finished, let your team manager know. A completion report will also be sent to the Patriots registrar.

**Duties:**

- Is present during any interactions between coaches and players.
- Ensures only coaches, players, and family members are in the locker room when appropriate, and as needed.
- Assists with any equipment the players need help with (tying skates, buckling helmets, putting on jerseys, etc.)
- Does not allow the use of cell phones by players while kids are changing. Note that if teams have girl players, the Patriots will communicate about a girls locker room IF girls want to use it.

# DCHOA Policy for Requesting and Canceling Officials

Approved 8/1/22

## DCHOA Policy for Requesting and Canceling Officials

### I. Requesting Officials

- A. By requesting officials, you agree to pay all DCHOA administration fees and officials' game fees in accordance with the currently published DCHOA Rate Schedule and DCHOA Rules and Bylaws.
- B. To request officials, you must use the DCHOA website ([www.DCHOA.org](http://www.DCHOA.org)). Instructions navigating the DCHOA website are available on the site. Your Association President and Treasurer are required to have logins for the DCHOA website before you can request officials.
- C. When officials are requested for a game, the following are required information:
  - The location
  - The date
  - The time
  - The age levels of the teams
  - The length of the game
  - Whether or not the game is a tournament game

The DCHOA website will check for any conflicts with existing games on the schedule and with pending requests for officials. These conflicts may include overlapping ice time and a team being booked at two rinks at the same time. If there is a conflict, you will be given the option of submitting the request anyway. If you do, it will be the responsibility of the requesting teams involved to resolve the conflict(s). Teams with conflicts will be notified by the DCHOA Scheduler. If the conflict is not resolved, your request may or may not be accepted.

- D. For any discrepancies between the requested game and the game that is officiated by the assigned officials that impacts officials' game fees (age level or length), the higher officials' game fees will be charged.

For games that are a higher level than requested, assigned officials may be unable to work that level in accordance with USA Hockey guidelines. Assigned officials may decline to work at their discretion and officials' game fees will still be charged.

For games that are longer than requested, assigned officials may enforce a curfew at the requested game length. At the assigned officials' discretion, the longer game length may be played, and appropriate officials' game fees will be charged.

- E. For tournaments or festivals (a set of multiple games where the requesting association is paying for officials but home teams may be from other associations), you must use the Tournament Request module on the DCHOA website.
- F. DCHOA may decline to accept any request and not assign officials.

### II. Changing Requests

- A. All change requests must be submitted using the DCHOA website. Instructions for navigating the DCHOA website are available on the site. Your changes will not go into effect until the DCHOA Scheduler has reviewed and approved the changes.

### III. Canceling Officials

- A. If the requesting team is no longer playing the game, you must cancel the request for officials. If you fail to cancel officials, you will be charged the full game rate.
- B. Cancellations must be submitted using the DCHOA website. Instructions for navigating the DCHOA website are available on the site. The game will not be considered canceled until the DCHOA Scheduler processes the cancel request. A cancellation request may incur fees. Fees will be charged in accordance with the Cancellation Fees section of this policy.
- C. Should you make a mistake when requesting officials for the game, you can cancel your request before it is processed using the DCHOA website. There are no charges associated with canceling a request.
- D. Once a cancellation for officials has been processed, that game is removed from the master schedule. You may not request that a canceled game be reinstated, you must enter a new request for officials and the new request will incur applicable charges. If a game has been canceled and officials are requested again, there is no guarantee that any previously assigned officials will be available for the new game.
- E. Under rare circumstances (e.g. inclement weather, last minute emergency), DCHOA may accept a request to cancel officials via email. When requesting to cancel officials for a game, the following are required information:
  - The location
  - The date
  - The time
  - Who is canceling the game
  - The reason for cancellation

If there are questions or missing information, this must be resolved prior to processing the request. The request is considered processed when the email information is processed by the DCHOA Scheduler, not when the email request was sent.

- F. DCHOA does not take cancellation requests via phone. In the case of an emergency, you may try to reach the DCHOA Scheduler on the DCHOA Hotline (608-616-0252) to give them awareness that a cancellation is coming. You must still send an electronic cancellation request.

### IV. Cancellation Fees

- A. When a game is canceled, you still incur some charges. All administrative fees are assessed at the time that the corresponding action occurs (scheduling fee, service charges, etc.) and are non-refundable.
- B. Officials' fees are charged depending on when and why the game is canceled. All fees are based on the time of processing the cancellation, not the time of the cancellation request. The officials' fees that are charged are:
  - If canceled at least 7 days prior to the game date, no officials' fees are charged.
  - If canceled within 7 days prior to the game date, 40% of officials' fees are charged plus 10% admin fees.
  - If canceled within 72 hours prior to the game time, 70% of officials' fees are charged plus 10% admin fees.
  - If canceled within 24 hours prior to the game time and the Scheduler does not have time to notify officials, 100% of officials' fees are charged.

- If games are being canceled due to weather, incidents of public health and safety, or at the direction of local government, note the cause in the comments. If the Scheduler is able to notify the officials, then no fees are charged for officials.
- If DCHOA has to cancel the game due to finding fewer than the minimum number of officials, no fees are charged for officials.

C. The DCHOA Board will be the final arbiter in any fee determination.

## **V. Adding Extra Fees**

- A. You have the option of adding additional fees for the officials. Adding additional fees to a game must be completed using the DCHOA website. Instructions for navigating the DCHOA website are available on the site. The additional game fees will be split among the officials that officiate the game.
- B. The first time that you add game fees to a game, you will be charged a service fee to add the additional fees. You will not be charged another service fee for a game if you add additional fees to what you have already added. Once you have added additional game fees to a game, there is no way to remove or reduce those fees.

## **Sample Email for Late Call Referee**

Hi (Referee Name),

I'm the Patriots (insert team name and level - i.e. Squirt A) team manager.

I found your name on the referee late call list provided by the DCHOA.

The Patriots (insert team name and level) team needs refs for a game this (insert day and date), from (insert time) at Hartmeyer (or another rink if not Hartmeyer for your home game).

Would you consider taking this game so we can still have it? If so, please put in for this game at the DCHOA site.

Thank you for considering!

(Your Name)

Madison Patriots (insert team name and level) Team Manager

(Your phone number)