

**Manager’s Manual**

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## Manager’s Survival Guide

So, you have been asked or volunteered to be the manager of your daughter’s hockey team.

Good for you! It is a rewarding position that allows you to be close to the coaching staff, parents, and players. A good manager is the go-to person for everyone on the team.

Don’t panic. The best way to have a successful season is to be organized, patient, and at times firm with your decisions.

Always keep in mind that you are managing girls who are all parented a different way and that all parents have different expectations for their children.

**A few key rules to follow:**

Always maintain a good relationship with your head coach and respect the fact that he/she is the head coach. Respect the coach’s decisions and the fact that he/she has the final word on all decisions regarding the team.

Your role is to carry out the wishes of the coaching staff, whether it is to help with the warm-up, or to enforce tournament curfews or dress codes.

Always respect the rules of Fundy Highland Female Hockey and Hockey Nova Scotia. These rules are in place for a reason, and if one team goes rogue and doesn’t follow the rules and regulations, then things can fall apart for the entire association very quickly.

Be open when it comes to listening to concerns from parents and players. You will hear concerns that you might not consider to be a huge deal, but to someone else they might be very troubling.

**Governance Model:**Female Council – Hockey Nova Scotia
Regional Director
Fundy Highland Board of Directors
Coaches and bench staff

## So where do you begin?

Get to know who you are playing for. You are part of the Fundy Highland Zone, governed by the Fundy Highland Female Hockey Association, which is made up of teams in Pictou, Colchester, and Cumberland counties. Our teams only play in Nova Scotia female hockey leagues. We DO NOT EVER play minor hockey teams (boys and girls mixed teams) from other minor hockey associations (including Pictou County Minor Hockey Association and Truro and Area Minor Hockey Association). In fact, if this happens, your team/coaching staff can be penalized by HNS and FH. U9 is an exception to this rule.

We host teams at A, AA and AAA levels (this may vary from season to season), which means there can be girls from all counties playing on the same team. The teams wear Fundy Highland Stars jerseys.

We are very fortunate to have Sobeys as a sponsor, they help offset our fees throughout the year, and we respect that fact we are wearing their name on our jerseys. It is a good idea to remind the players of this throughout the season and the importance of respecting any sponsors.

League games typically start in mid-October and playoff games usually start in mid-February, with provincials held in March.

Establish your own e-hockey account as a manager. You can do this online through the account you set up to register your child for hockey. This account will allow you to apply for travel permits for tournaments and exhibition games.

<https://register.hockeycanada.ca/home>

No travel permits are needed for league games. Travel permits are only required for exhibition games and tournaments (which include home tournaments).

At the start of the season, have a good conversation with your head coach and assistant coaches to determine what the expectations are for the team and the year.

* How do coaches feel about players missing practices? Is there is a good reason for missing practice?
* How to do they feel about players missing practice or games for school hockey (bantam/midget age)?
* What are the expectations for tournaments?
* Which tournaments will your team be playing in?
* Will the coaches be addressing the team in the dressing room prior to each game?
* Do they want to talk to the kids before practice begins?
* If discipline is needed, how will this be handled by the coaches? Will the coach speak to the parents/players directly or does the manager have a role in this?

Don’t be afraid to be very frank with your coaches. An open relationship is best, and don’t be afraid to have your own say on matters.

It is always a good idea to have a joint parent/player meeting once the team is picked. It can be held in the dressing room before the first practice. This is an opportunity to lay it all out on the table for everyone. Talk about the number of games you will be playing, practice expectations, tournaments, travel, team budgets, etc.

## APPAREL

**Jerseys:** FH will be providing you with two sets of jerseys (home and away). Jerseys are used year after year and may not fit perfectly because sizes of the jerseys and the girls are all different. We never guarantee that a child will have the number they want. The coach can determine how the jerseys are handed out to the team. Some coaches let the second-year players pick first, but that can all be decided by the bench staff.

If you don’t have enough jerseys or some are badly damaged, etc., please contact the board. Managers must collect jerseys at the end of the season, wash them, and return them to the equipment manager. FH has collected jersey damage deposits in the past.

Name bars can be worn on jerseys but must be put on and taken off professionally at White’s Custom Cresting. “A”’s and “C”’s must be sewn on-NOT IRONED OR GLUED and be removed before returning at season end.

**Socks:** Players can purchase socks from Fundy Highland and can let their Manager know what color and size. Players keep their socks so they can wear them from year to year. Orders must be placed as a group order and sent to vpoperations@fundyhighlandfemalehockey.ca and lump sum payment made to vpfinance@fundyhighlandfemalehockey.ca

## GAMES AND PRACTICES

**Practices:** FH sets practice times for teams. U9 to U18 have two practices. Our FH teams play in different rinks for both home games and practices, i.e. they don’t usually have a “home” rink.

**Games:** Game schedules are determined by Hockey Nova Scotia. HNS has very strict rules around its schedules. Games are not to be forfeited except for poor weather and the make-up game must be agreed upon by both teams. All games must be played, so games that are TBR (too be rescheduled) must be made up at some point in the season, even if it is at the end of the year. All scheduled games must be played. If games are not all played, a team runs the risk of not be allowed to participate in playoffs or the Day of Champions. You will have two schedules – one for regular season games and one for play-off games. The regular season typically begins in mid-October and playoffs start in mid-February.

The U9 teams schedule their own games but may be part of the Minor loop as well.

**Game Sheets**: All games must be entered online through GrayJay. Each team needs to appoint timekeepers who have access to record the scoring. For access, please contact vicepresident@fundyhighlandfemalehockey.ca. Managers require separate gray jay access to load the rosters and approve them for each game.

**Warm up:** The coach will most likely require your team to do a warm-up before the game. The girls typically lead this themselves, but if assistance is needed, you might be called on to offer some advice.

**Music:** Typically, girls (especially the older girls) like music in the dressing room. FH has no policy on this but would prefer it be clean if possible. Usually, one girl will bring a speaker and play music from a phone via blue tooth.

**Phones:** **Phones are not permitted to be used in dressing rooms**. Some coaches ask that they be put in a basket at the door and picked up when they leave. Others ask that they just be put away when coaches are present so the players will listen when the coaches are speaking. HNS has a firm rule that pictures are NOT ALLOWED to be taken in dressing rooms. It doesn’t matter if everyone is dressed. This is a zero-tolerance policy. The problem with cameras is that mistakes can happen. The dressing room is where girls feel safe to change their clothes and is not a place for cameras. Someone could easily be caught in the background of a photo without even knowing it and that photo could innocently be posted on social media. To prevent any of these mistakes, there are NO PICTURES to be taken in dressing rooms.

**Rule of Two:** HNS has a strict policy that two adults must always be in the dressing room when the players are present. This is to prevent bullying and other possible incidents. All supervisors must have criminal record and child abuse registry checks done before they can begin monitoring. Female supervisors are basically just present in the dressing room and can help with gear or answer questions if needed. They are under the direction of the team’s manager. This is mandatory and must be implemented from U9 to U18. This will be monitored, and spot checks will be done. Teams that do not comply will face consequences.

**Ice Schedules:** Any questions about the ice schedule should be directed to the ice scheduler, at icescheduler@fundyhighlandfemalehockey.ca. Teams are not allowed to book their own ice. All ice must be booked through the ice scheduler. Only the manager should contact the ice scheduler.

**Travel permits:** Travel permits are not required for league games (this includes pre-season games). They are only required for exhibition games that are not on the schedule and tournaments.

**Game Day:** Every coach handles game day differently, so have a conversation with yours to see what the plan is for your team. Here is a typical game day:

* Girls arrive 30-60 minutes prior to game.
* Warm up takes place before game time
* Girls have 15 minutes to dress
* Dressing room monitors or manager let the coaches know when the girls are completely dressed and ready and the coaches can enter the dressing room.

At no time should a male coach be alone with a female in a dressing room. At no time should a male coach enter a dressing room without being given the “all clear” by the manager or parent volunteer. Girls should be dressed in all gear except helmet and gloves.

When the girls begin to undress, male coaches are to leave the dressing room.

In the younger levels such as U9, U11 and U13, there is a lot of parent participation, so rules should be discussed at a parent meeting and with the coach. It needs to be clear whether parents are permitted in the room when the girls are getting dressed or just when skates need to be tied. If you have dressing room monitors, they can help with gear issues.

Teams from U 11 to U18 (A-AAA) play 1.5-hour games. There will be a flood between the second and third period. The coaches might take this opportunity to speak to the players at this time.

Once the game is complete, the teams must leave the dressing room in good order, meaning that garbage is where it is belongs and all items that came in with the player, leave with the player.

## TEAM STAFF

**Bench staff:** This includes the head coach, assistant coaches, and manager.

**Credentials:** All bench staff must obtain the proper credentials by the Dec.1 deadline. This includes Criminal Record Checks with Vulnerable Sector for all team staff, and coaching certifications for coaches. Coaching requirements are listed on the HNS website under Coach. See the resources section at the end of this manual for more information.

**Other parent volunteers:** The more parents you have working with you, the better. You will want to have a few parents trained to use the time clock for home games. Other team positions include:

**Treasurer:** Sets up a team bank account, collects money for tournaments or extra expenses, etc.

**Media:** Someone who is willing to take pictures during the season both on and off the ice, do game write ups for the local media, etc.

**Time-keeper:** Needed for all home games regardless of the location.

## TOURNAMENTS

**Booking tournaments:** HNS allows female teams to participate in three tournaments per season. Typically, FHFHA tries to host 2 tournaments a year, 1 for the AAA levels and 1 for A and AA. We encourage our teams to support our own tournaments since they are fundraisers for FHFHA. Our teams only play in all-female tournaments.

Hockey tournaments can be found online on the HNS website or NB and PEI websites. Early in the season HNS will want to know which tournaments your team intends to play in, to allow for scheduling league games that don’t conflict.

Once you have determined your tournaments, register for them, and start looking for hotels. When you call to book rooms, tell them you want to book a block of rooms under your team’s name and then send out an email to parents telling them to book their room by certain deadline. Hotels in Prince Edward Island and New Brunswick fill up early — don’t wait to call them.

If you pick your three tournaments and one of them gets cancelled, let your regional director (RD) know that you will be picking an alternative tournament.

All tournaments require travel permits that are approved by the RD through your ehockey account. Most tournaments will ask for a roster to be sent in as well, and that can be obtained from the FH registrar. Once you determine your tournaments, apply for your permit at the same time.

Once your tournaments are confirmed, let your team parents know so they can prepare and book off time from work. Once your hotels are confirmed, let them know as soon as possible so they can call and book their rooms.

## OTHER

**Fundraising**: Any and all fundraising must be approved by FH. Submit all fundraising requests to vpfinance@fundyhighlandfemalehockey.ca.

**Budget and fundraising guidelines**

Teams are required to submit a detailed budget and fundraising plans for approval.

**Budget example:**

**Revenues**

50/50 $500.00\*team decision

Fundraising $0.00 \*details for each fundraiser

 Team sponsorship $500.00 \*see fundraising guidelines

Grand in the Hand : $2000.00

Revenue Total: $3000.00

**Expenses example:**

**Tournament fees**: $1900.00

Sobeys Cup $0.00 (FH teams do not pay tournament fees, volunteering is expected in lieu)

Sweetheart $950.00

DQ $950.00

**Ref fees** $1750.00 (25 games x $70.00)

**Ref booking fees** $100

**League fees** $250.00

**Bank Fees** $75.00

**Team activities** $300.00

 Xmas pizza party $150.00

 Season end party $150.00

**Total Expenses: $4100.00**

**League Fees:** This is a yearly fee due to the association (Paid to HNS) at the end of each season.

**Referee Fees:** Referee fees is an expense that each team is required to pay for all home games and typically through fundraising. The Referee fees may change each year, and the association will communicate referee fees to each team at the beginning of the season. Pictou County Referee fees are to be paid by cash directly to the Referees right after each home game and Colchester referees association invoices Fundy Highland, so each team is required to etransfer the fee to our association after each home game in Colchester.

**Referee Assigning Fees:** In Pictou County there is a Referee Assigning fee due and paid by each team. The cost of this is 10% of your referee fees for each home game. This is paid to the FHFHA treasurer who will then pay to the assigner. This is due at the end of each season.

**Fundraising**

Requests should include detailed activity and expected earning outcome. Fundraisers are to help with shortfalls in team operating funds, not to be used to buy apparel such as jackets or socks for the team, nor to supplement travel costs for the team.

Fundraisers must be approved by the executive before proceeding or advertising. Below are some guidelines.

At the end of the season, any excess of funds raised are to be given to the association, with the exception of bank fees to maintain a current bank account over the off-season. These funds will be applied as a credit towards registration for the next season for any girls on the team that have paid for the current year in full.

**Guidelines**

Team jerseys can be worn during fundraisers. Remember, you are representing our association and our sponsor, therefore teams are reminded to be respectful at all times. ***Fundy Highland Stars,*** sponsored by Sobeys, is the only sponsor to be used on signage for fundraisers.

**Team Sponsors** (At all times our major sponsor is top priority)

* Can have a sponsor for practice jerseys (only worn at practices).
* Can have a sponsor on dressing room door magnet as long as the major sponsor is dominant on the signage.
* Can have a sponsor banner made.
* No sponsor bars or patches on game jerseys.
* No signage on bench during games.

**Apparel sales**

* Hats, hoodies, and tracksuits, etc.
* Use Fundy Highland logo only

**Some fundraising suggestions:**

* Grocery bagging
* Chocolate bar sales
* Bottle drive
* Raffles - must have a lottery license

**Team Activities:** Any and all team-building activities and functions must be approved by the FHFHA board as per Hockey Nova Scotia rules. This is to ensure that they are covered by insurance.

**Affiliation:** Players at a lower level can be affiliated to a higher-level team for a total of 10 games. For example, U13 A players can play a game with the U13 AA team if the AA team needs to fill out their roster because a player is sick. If a team has only 12 skaters, they are not allowed to exceed this number when adding affiliates. Once they reach 10 games, they are no longer able to play games with that team. Players should not miss games with their own team to play a game with another team. Don’t hesitate to ask the FHFHA board or your Regional Director for clarification throughout the year. For more information, see Regulation Six of the HNS Regulations.

**Photos:** Please have an official team photograph taken. Many teams hire a professional photographer, who also takes individual photos of the team members, which can be purchased by parents. Teams are asked to submit 10-15 candid photos (on and off the ice) at the end of the season that will be used for a slide show at the year-end banquet.

**Individual sponsorship:** Players may obtain individual sponsorship to help offset registration costs. In return for any amount of sponsorship up to the total cost of registration, sponsors can have their logo displayed on the FHFHA website and players can wear a patch displaying the logo on their hockey pants. Players are responsible for providing an electronic copy of any logos, and obtaining and paying for sponsorship patches.

**Forms:** Players must complete the Hockey Canada Medical Information Sheet and the team must have these forms available at each ice session. The HNS Participant Screening Registry form is included in this package. Players, parents, and coaches must also sign the Fair Play Contracts (located online during registration process).

## COMPLAINTS

Chances are your entire season will not go with out complaints either about opposing teams, referees or by parents about coaching or player behaviour. If you have complaints about an opposing team or referee, contact a member of the FHFHA board – mostly likely either the person in charge of risk management or the coach coordinator. If needed, the board member will discuss the issue with the HNS Regional Director.

**Parent complaints:** You – as manager – are the first person a parent should bring a complaint to, unless that complaint is about yourself. If it is about the management of the team, a parent can speak with a coach.

However, if a parent is concerned about anything else, including playing time, bullying, etc., they must wait 24 hours after a game or practice, and then contact you via phone or email.

You will discuss the situation with the coach and determine if a joint meeting between the manager, parent, and coach is needed, or whether it can be resolved another way. If the situation cannot be settled between the bench staff and parent, the risk manager and coach coordinator of the FHFHA board can be contacted.

Never hesitate to contact the FHFHA board members with any of your concerns. They are there to help.

The Problem-solving process communication flow chart, as outlined on the FHFHA website, must be followed at all times.

**At NO TIME** are you allowed to be insulted, harassed, or threatened. If you feel uncomfortable in any situation, please contact a board member right away.

**At NO TIME** should a child of any age be made to feel uncomfortable, either on or off the ice. As manager, you should be the person they feel comfortable speaking to when their parents or coach are not available.

## THINGS TO REMEMBER

You are not alone. Your season is not going to be perfect. You can have the best group of kids, parents, and coaches and still have challenges as a manager because it is impossible to keep everyone happy. If you get overwhelmed, reach out to the coach or board members for guidance.

**Respect the privacy of others.** As manager you will be in close contact with coaches and players. You will witness discussions and relationships between parents and their children. Please respect the privacy of all and discuss only pertinent information with your coach or the FHFHA board.

**Set firm deadlines for your team.** If you want parents to sign up for a tournament, set a firm deadline as to when sign up is supposed to be done. If payment is due for something, set a firm deadline on collection of money. In some cases, some flexibility will be needed, but you will save yourself grief if you let people know from the start that deadlines will be enforced.

**Communicate often, but not all the time**. One email a week should be enough information for your parents. Providing too much information at once just confuses people. Early in the week remind them of practice times, upcoming games, or off-ice activities. They will get used to seeing one email and can refer back to it if needed. Keep your emails brief and to the point. Make sure everyone is included, as well as bench staff, so everyone is always on the same page.

Never be afraid to ask for help but respect the fact that people can’t always give it. Not everyone can volunteer on a regular basis, but they might be willing to help out in other ways, such as driving a child to a game or doing some errands for you if needed.

**Respect the schedule:** Booking extra games is fine for exhibition purposes but at no time should an exhibition game be booked to replace a league game. Games can be booked with female teams from PEI and NB as well but just remember to make sure you are playing in the same divisions, such as A or AA.

**U18 life:** Our U18 program involves girls aged 15 to 18. Life gets very busy for girls this age with work, school activities, social activities, etc. Team attendance will not be as strong as it has been in the past because of these activities. Don’t expect every player to be at every game and practice. Ask the girls to keep you updated on their schedules and what games/practices they can attend a week in advance so you can plan to use affiliate players if needed. It is always a good idea for U18 teams to carry extra players (up to 19) because rarely will everyone be at a game or practice.

## Any questions?

We’ve tried to include all the information that you will need to manage your team this season. Other experienced team managers are also great resources.

Other sources for information include:

[www.novascotiafemalehockey.ca](http://www.novascotiafemalehockey.ca)

[www.hockeynovascotia.ca](http://www.hockeynovascotia.ca)

<https://fundyhighland.grayjayleagues.com/>

## Contact Info:

If you have any questions, please contact:

President – Ryan Hood president@fundyhighlandfemalehockey.ca

Vice-President – Nicole Walsh vicepresident@fundyhighlandfemalehockey.ca

VP Development – Ross MacDonald vpdevelopment@fundyhighlandfemalehockey.ca

Ice Coordinator – Kelly MacEachen icescheduler@fundyhighlandfemalehockey.ca

VP Admin – Denise Boulton – vpadministration@fundyhighlandfemalehockey.ca

VP Operations – Adam Wyllie – vpoperations@fundyhighlandfemalehockey.ca

##

## RESOURCES

### HNS Safety Policies

For information about HNS safety policies, visit

<https://hockeynovascotia.ca/safe-sport/safety-policies>

Some of these include:

* Prevention of bullying
* Abusive Parent Dispute Resolution
* HC Concussion Policy
* On-ice Helper Policy
* Social Media Policy
* Dressing Room Supervision
* Winter Travel

**HNS REGULATIONS:**

<https://hockeynovascotia.ca/admin-member/resources>

**CREATING AN EHOCKEY ACCOUNT:**

<https://hockeynovascotia.ca/coach/support>

**CLINIC SCHEDULE:** (both on our website and in ehockey account)

<https://hockeynovascotia.ca/coach/coaching-clinic-schedule>

**VOLUNTEER REQUIREMENTS:**

<https://hockeynovascotia.ca/coach/coaching-requirements>

**CRIMINAL RECORD CHECK / VULNERABLE SECTOR CHECK:**

For a letter from Hockey Nova Scotia requesting the Criminal Record Check and Vulnerable Sector check to be completed

<https://hockeynovascotia.ca/safe-sport/volunteer-screening>

**DEFINITIONS:**

* **Parent Helper**: Someone who is listed on the official team roster and is used for assistance with the ***Rule of Two***in the dressing room before and after games. *Parent Helpers* require the**Respect in Sport**programand a **Criminal Record Check** (with the **Vulnerable Sector Check)**.
* **On-Ice Volunteer**: Someone who only assists on-ice during practices. These people require all the same qualifications as any other **coach** on the team. It is recommended to list them as an **assistant coach** in case they are **required on the bench** at some time. Registered players that help with younger age groups on the ice can do so through our **On-Ice Helper Policy**. These players are not required to be on the team list of the team they help out with. However, they are not permitted on the bench during games.
* **Bench staff** must be at least 16 years of age. To be on the bench, they would require Respect in Sport Coach Level and HU-Safety if required for the level they are on the bench.
* **Trainers:**Trainers are not permitted on the ice for practice other than to tend to an injured player. Teams may list more than one (1) **trainer** although only one (1) **trainer** is permitted on the bench in any game.

### Game Protocol

There have been some concerns over games played where the ice clock overrules the game clock that need to be addressed. The ice surfaces we use are not controlled by female hockey and we do need to work within the scheduled time frames we are allotted.

League wide, metro and rural, we need to make the following changes going forward for all games:

* A three-minute warm up starts as soon as the Zamboni doors close when the ice clock starts, teams should be ready and waiting to go on the ice
* 30 seconds between periods on time clock by the off-ice official
* Where floods are done for 80-minute ice times in between the 2nd and 3rd periods, teams need to be ready to go on the ice as soon as the Zamboni doors close

Hockey Nova Scotia will work with the officials regarding:

* Ensuring the officials are on the ice on time for the game start and after the flood
* Hurry up face offs need to be more enforced by the officials to keep the game flowing
* Delay of game penalties could be enforced by the officials where teams are not ready when the game clock starts, delays for period starts and after the flood

If these changes do not help, the floods between periods may need to be eliminated.

**Game Cancellation Policy**

**SCHEDULING**

It shall be the responsibility of Association representatives, team coaches and team managers to assure that all scheduled League games are completed within one week of the end of the Regular Season

Teams may be required to reschedule games as a result of weather, available ice, ice time conflicts, exams, on-ice official availability, and HNS sanctioned tournaments. Other reasons for re-schedule requests may be considered by the HNSFC Regional Directors.  In the case of a required reschedule, the onus shall be on the team requesting a schedule change to assure that a rescheduled game is played.

A team requesting a schedule change shall contact the opposing team by email at least seventy-two hours, but preferably as soon as possible, prior to the scheduled date advising of the need to reschedule. This requirement may be waived in the case of exceptional circumstances. Emails shall be copied to the association ice scheduler and RD. The team initiating the change shall offer an alternate ice time for play if the home team or shall request an alternate time for play if the visiting team. The game must be rescheduled and the updated information communicated to the Division Scheduler within 7 days. A team offering or having offered at least two REASONABLE alternate ice times that do not conflict with another scheduled League game shall be considered to have fulfilled its obligations to assure that a game is played. All correspondence regarding rescheduled games is to be copied to the appropriate Division Scheduler and the appropriate HNSFC Regional Directors. Any unresolved scheduling concerns will be escalated.

In the event that a team has not played all of its scheduled games at the conclusion of the Regular Season schedule due to reasons within or outside of its control, the HNSFC Regional Directors along with the Divisional Schedulers shall request the facts of the case from the teams involved, shall review the same and shall at its sole discretion award a tie or determine a forfeiture.

**FORFEITURE**

Any team who fails to play a game that has been scheduled will have forfeited said game.

The consequences of forfeiture of a game are as follows:

Should a team forfeit a game; the non-offending team will be awarded an automatic 5-0 victory and awarded 2 points in the standings.

A written warning will be sent to the head coach on first offence

The consequences of a team forfeiting more than 1 game are as follows:

* Should the same team forfeit a second game; the non-offending team will be awarded an automatic 5-0 victory and awarded 2 points in the standings.
* HNSFC Regional Directors may cancel travel permits for the offending team as necessary.

The offending team may, by forfeiting, be penalized with:

* A loss in the play-off or round robin game against the non-offending team
* A team may be declared ineligible for league playoffs or Provincial Tournament

The offending head coach may, by forfeiting, be suspended:

* For additional offences the head coach will be suspended indefinitely with interview



### Volunteer Screening

**Screening to ensure safety**

We care about your safety.

Here at Hockey Nova Scotia, we work to ensure that the game is organized and played in the safest manner possible.

Our policies require that coaches, managers, trainers and board members complete a Criminal Record Check (CRC) and Vulnerable Sector Check (VSC), complete the mandatory course, Respect in Sport for Coaches/Volunteers, and have a Hockey Canada Certified trainer on the bench at all times.

Players are protected by major liability, medical and dental policies. Abuse and harassment guidelines are also in place for all to respect and follow.

### Letter for volunteers requesting Criminal Record Check (CRC) and Vulnerable Sector Check

For a letter from Hockey Nova Scotia requesting the Criminal Record Check and Vulnerable Sector check to be completed, [please click here](https://5647e90c-cdn.agilitycms.cloud/crcvscletter.pdf).

### Background checks

Being a volunteer in hockey is no easy task.

Volunteers are often called upon to wear many hats. At Hockey Nova Scotia, we do our best to ensure that our volunteers are safeguarded and not placed in vulnerable situations.

All coaches and minor hockey volunteers are required to have the following:

* Criminal Record Check
* Vulnerable Sector Check

### Criminal Record Check (CRC)

* Please include the **Vulnerable Sector Check** which is designed to protect vulnerable Canadians from dangerous offenders by uncovering the existence of a criminal record, a conviction of a sexual nature, or a criminal or sexual charge but not necessarily a conviction.
* **HNS will accept the original as well as copies, scans or faxes** that are submitted to us by a board or executive member from your local hockey association so long as they meet the following criteria: Hockey Nova Scotia **will not accept** a Criminal Record Check that is older than April of the previous year (for example, for the 2020-21 season we will not accept a CRC completed prior to April 2020).
* The Criminal Record Check is valid for three consecutive hockey seasons. Hockey Nova Scotia will not accept a Criminal Record Check from before April of the previous year (for example, for the 2020-21 season we will not accept a CRC completed prior to April 2020).
* Please note the 3-year validation of the Criminal Record Check begins September 1 of the current season and expires August 31, three seasons later (September 2018 – August 2021).
* The certification deadline for background checks at Hockey Nova Scotia is December 1st (however some MHA’s have chosen to make this date earlier, which they are entirely permitted to do).
* Criminal Record Checks can be completed at your local police or RCMP detachment. These are only able to be processed in the area where the person resides. For example, if you live in Sydney, you are not able to have your CRC processed in Halifax.
* There is a cost associated with Criminal Record Checks as well as <http://www.backcheck.net/hockeynovascotia/>. These costs are beyond the control of Hockey Nova Scotia. Some locations will still accept a letter from HNS or your local hockey association for individual for an individual but most detachments are no longer accepting these.
* Once the Criminal Record Check result is complete, it is sent to or to be picked up by the individual who applied for it.

## Problem-solving Process

Please review the problem-solving process and communication flow chart below. The steps outlined below indicate the flow of submitting an issue for resolution. For example, Step One: player/parent, if this does not resolve it, advance to Step Two: team manager, if they are unable to resolve the issue, they advance to Step Three: team coach, etc.

**Communication Flow Chart**Step One: Player / Parent
Step Two: Team Manager
Step Three: Team Coach
Step Four: FHFHA (president@fundyhighlandfemalehockey.ca)
Step Five: HNS Female Council Fundy Highland Regional Director
Step Six: Chair Female Council
Step Seven: HNS Executive Director

**Accompanying procedure:**Observations / suggestion/ complaints must be communicated in accordance with the flow chart above.

Under no circumstances shall issues be advanced without first seeking resolution at the correct level.

Please keep in mind that Fundy Highland Female Hockey Association abides by "The 24-Hour Rule".

This rule has several purposes:

When an issue occurs, it allows each party involved to step back and clear the initial emotional elements

* Provides a clear and concise process for problem resolution
* Provides a clear understanding of what is expected from all parties involved
* Promotes direct communication
* Provides an avenue of fairness and opportunity to every parent, player and coach

The 24-Hour Rule:

When a hockey-related concern or issue arises and a party has a resulting complaint to make or an issue to be resolved, they are asked to wait 24 hours, then put the issue in writing and submit it to the appropriate party. It is very important that all parties involved take the full 24 hours to remove or decrease the emotional element so that the actual issue can be resolved quickly, in a civilized manner, and to everyone's satisfaction.