



CENTRAL PENN PANTHERS
Guide for Team Managers



Central Penn Panthers Guide for Team Managers

Hello, and thank you for volunteering to be a **Team Manager** this season. You are integral to our team, having the season run smoothly for our players and organization.

This guide is a resource that outlines the principal duties of the **Team Manager** role. The **Team Manager** communicates with coaches, parents, and the **organizational principles**.

The **Team Manager's** main objective is to handle the administrative aspects of running the team, which allows the coaching staff more time to focus on coaching.

The communication objectives of this role are:

- Deliver clear and concise information
- Provide critical information such as practice and game schedules and establish a procedure for 'late-breaking' information such as cancellations
- Provide consistent messages and communication to the team
- Reach out to the rest of the team's parents, asking for assistance when needed

Parent Meeting

Once a team is selected, the Head Coach and **Team Manager** will schedule a parent meeting. At the parent/team meeting, it should be an open dialog of expectations/goals for the season reviewed, and the above topics discussed.

STEPS TO BECOMING A TEAM MANAGER

USA Hockey mandates specific requirements before becoming a **Team Manager**. All **Team Managers** must complete the requirements before the start of the season. Central Penn's **Organizational Manager** (Rebecca Sipe) will clarify these requirements if you have any questions.

The following is required to register as a **Team Manager** with CPP:

- USA Hockey Volunteer Registration
- SafeSport Training
- USA Hockey Background Screening

TEAM MANAGER RESPONSIBILITIES

Communication

The organization will provide the contact information of each signed player to your team's Head Coach and **Team Manager**. The club will provide the primary parental/guardian contact information (phone numbers, emails, etc.) provided by the player's family.

A team management app such as TeamSnap is (highly) recommended to maintain team communication with parents. (For example, last-minute schedule changes, communication when traveling out of town, etc.)

24-hour Rule

Parents should only directly approach a coach with a complaint after first waiting 24 hours from the incident; this allows a "cooling off" period during which the complaint may resolve itself. If immediate conversation is needed, this should happen with the **Team Manager**. If the **Team Manager** feels they should discuss it with the coach within 24 hours, they should do so.

After 24 hours, if the parent would like to address the issue with the coach, they should.

Parents who believe their concern (on-ice or team-related) has not been satisfied can address the issue further with the **Organizational Manager**.





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ADDITIONAL DUTIES

Scorekeeper

The **Team Manager** will seek help for gameday operations. If parents are unwilling to volunteer with Gameday operations, you can assign families a rotation of duties for each home game.

Scoreboard/Clock/Penalty Box/Music

Central Penn parents are responsible for fulfilling these duties at all home games. The **Team Manager** should select a parent(s) willing to assist with this for each home game.

An announcer is an optional duty. The announcer announces the goals (number, name of the goal scorer, and any associated assists), penalties (number, name, infraction), and the final minute of a period. It is excellent when we have an announcer, but it is indeed an optional duty.

These duties all contribute to a fun, positive experience for our players. However, some people have physical limitations and cannot perform certain functions, so they must also be a consideration.

Photographer

The **Team Manager** can assist in finding a team photographer. Each year, the club tries to get a variety of photos in each uniform for each age group. The club uses these images on the website and social media.

Social Media

USA Hockey recognizes that social media, mobile, and other electronic communications can be especially concerning where minor participants are involved.

The **Team Manager** will help monitor the social media activity of team members for offensiveness.

SCHEDULING

Practice and game schedules can change with limited advance notice. If needed, please remind parents often of the weekly/daily schedule. If you use a team management app like TeamSnap, reminders can be set and encouraged. The player or parent is also encouraged to respond to the player's availability.

The club makes some schedule changes (additions, cancellations), and the Head Coach or **Team Manager** makes others; these changes must be distributed to the team as quickly as possible.

The **Team Manager** should confirm out-of-town games with the hosting team. Your game should be on as scheduled (unless notified otherwise). It may be helpful to send families directions or information on particular circumstances, out-of-town travel, and arenas.

Weather cancellation policy

Coaches and **Team Managers** do not have the discretion to cancel games. The DVHL has "zone" directors responsible for reporting their area's current and projected weather conditions. The DVHL will call on cancellations and postponements; they contact the Club Scheduler, who will contact the **Team Manager** and Head Coach. If you do not hear from the scheduler, the game(s) will be played as scheduled.

Team Managers should communicate any schedule changes to their team once they are aware of those decisions.

Parents/guardians ultimately decide whether their player will attend an out-of-town hockey event.

CPP coaches can cancel practices at their discretion but must notify the **Team Manager** and Wil. Wil will inform the rink staff.

Additional Duties/Optional items

Roster card—Pocket-sized cards (that are or can be laminated) are handy and may include a player's information: jersey number, name, and position.



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VOLUNTEERS

Locker Room Monitor

Following USA Hockey, we require a voluntary adult(s) or coach(es) (someone who has completed USA Hockey requirements, including background check and SafeSport) to monitor the locker room by being within the vicinity/outside the door when players are in the locker room and regularly checking on the activity within the locker room.

The locker room monitor also ensures that (locker room) keys are obtained and kept guarded (if available) and that the locker room is secured when players are on the ice. Please refer to the USA Hockey SafeSport Program Handbook on the USA Hockey website.

Team Managers will designate a locker room monitor for ALL games until the coaches are present in the locker room.

There may be other tasks that a **Team Manager** may call on parents for assistance with throughout the season.

EQUIPMENT

Remind parents what uniforms their players should wear each game. Gameday uniforms should always match the club uniform protocol. Each team selects its game uniform kits to wear in games.

USA Hockey recommends that players provide and use their (own) water bottles for health reasons.

- Each team may have an individual dress code for game day. Team coaches and **Team Managers** typically communicate the dress code to their team.

TOURNAMENTS

Team Managers usually check the team during tournaments.

It is a good idea to bring a Team binder—with consent to treat forms, roster link(s), and a team photo if requested—and any team-related materials that may be needed or requested.

The tournament host/directors may request a team photo and/or logo for the tournament book/program.

HOTELS

The **Team Manager** should arrange hotel room blocks.

The **Team Manager** shall distribute this information so that each family can call to reserve their room. Note: the host tournament director occasionally makes reservations for the visiting teams; in this case, the **Team Manager** will collect each family's information as the central point of contact to communicate with the host.

Spirit items for tournament time

Treat bags, door signs, posters, banners, and signs for the spectators are all acceptable. Noise-makers and cowbells are prohibited at ALL DVHL events.

AGAIN, THANK YOU FOR CONSIDERING AND TAKING ON THIS SPECIAL ROLE WITH YOUR TEAM.

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