

POTSDAM JUNIOR HOCKEY ASSOCIATION
HANDBOOK & OPERATIONAL RULES
Revision 4
Date: July 2021

Potsdam Junior Hockey Association (PJHA) is a volunteer, not-for-profit, community-based organization. All members should familiarize themselves with the contents of this Handbook which explains the Codes of Conduct, policies, and procedures that must be adhered to.

ABOUT THE HANDBOOK

This Handbook has been designed to provide all members (players, parents, coaches, Board of Directors, etc.) with information regarding PJHA programs, policies and procedures that govern the operation of the association.

While this Handbook has been written to provide comprehensive information, it is emphasized that it is intended as a guide to the governing structure in order that the Board of Directors (Board) has flexibility to reasonably deal with a variety of issues that may present themselves. It is therefore understood that the Board reserves the right to grant exceptions to policies and procedures outlined in the Handbook to best meet PJHA's mission.

Additional information regarding the structure and procedures of the Board are set forth in the PJHA By-Laws.

It is the responsibility of all players, parents and coaches to understand the contents of the Handbook. Ignorance shall be no excuse for failing to know and understand policies and procedures.

A list of Board members is provided on the website (www.potsdamhockey.org).

COMMUNICATIONS

Website: The PJHA website shall act as a source of communication between PJHA and its members. The website should contain the latest Association information, schedules and other items of interest.

E-Mail/Text Messages: E-Mail and/or text messages should act as the primary sources of communication between members, teams, coaches, schedulers, etc. All members should ensure that their email address is up to date with the Registrar, coaches and schedulers.

CODE OF CONDUCT

PJHA adheres to the following Code of Conduct for players, parents, coaches, spectators, volunteers, etc.

PLAYERS

- Play hockey for fun
- Work hard to improve your skills
- Be a team player by getting along with teammates
- Learn and practice teamwork, sportsmanship, and discipline
- Be a punctual as possible for all games and practices
- Learn the rules of the game
- Respect coaches, teammates, parents, officials, opponents and spectators at all times
- Respect the property of others including personal property as well as facilities in which hockey is played
- Refrain from any arguing with coaches and/or officials

PARENTS

- Do not force your child to participate in sports, but support any desire to play their sport(s) of choice
- Encourage your child to play by the rules
- Act in a positive manner
- Do not embarrass your child by yelling at players, coaches, officials or other spectators
- Emphasize skill development in your child through practice
- Learn the rules of the game and support officials both on and off the ice
- Applaud a good effort in victory as well as defeat
- Recognize the importance of volunteers, especially coaches
- Communicate with the coaches and show them your support
- Volunteer to help support your child's team and the association
- Utilize the "24-hr Rule" when having an issue with a coach

COACHES

- Be a positive role model for players, stressing discipline while representing PJHA
- Display emotional maturity
- Be alert to the physical safety of players
- Understand that winning is a consideration, but it is more important to ensure players are competing and having fun
- Be generous with praise when deserved, and do not criticize publicly
- Be consistent, honest and fair
- Be an effective communicator and do not yell "at" players
- Be understanding
- Be a good listener
- Provide the opportunity for all players to improve their skills, gain confidence and develop self-esteem
- Teach the game
- Organize practices that are fun and challenging for players
- Encourage perseverance
- Follow USA Hockey coaching development requirements
- Maintain an open line of communication with parents, making sure to explain

- goals and objectives for your team
- Help enforce decisions, rules and regulations regarding player non-participation for non-payment of fees
- Identify a Team Manager, Team Scheduler and locker room monitors
- Attend meetings as requested by PJHA Board and/or ACE Coordinator
- Ensure that all coaches on the ice or on the bench have appropriate credentials and make sure that a certified coach is on the ice with players at all times
- Ensure locker rooms are clean following team ice times and report any damage to locker rooms or facilities to the Board immediately

USA HOCKEY ZERO TOLERANCE

In an effort to make ice hockey a more desirable and rewarding experience for all participants, USA Hockey instituted a zero-tolerance policy beginning with the 1992-93 season. This policy requires all players, coaches, officials, team officials, parents/spectators to maintain a sportsmanlike atmosphere before, during and after all USA Hockey sanctioned events.

Players/Coaches:

A minor penalty for unsportsmanlike conduct shall be assessed whenever a player:

- openly disputes or argues about any decision of an official;
- uses obscene or vulgar language, including swearing in a boisterous manner to anyone at any time, even if it not directed at any particular person;
- visually demonstrates any sign of dissatisfaction with an official's decision in a manner that might embarrass the official and/or challenges his/her judgment;
- Anytime that a player persists in any of these actions, he/she may be assessed a game misconduct

Parents/Spectators:

On-ice officials may stop a game when parents/spectators display inappropriate and/or disruptive behavior. Officials will identify violators to the coaches for the purpose of removing the individual(s) from the viewing area. Once removed, play may resume. Violators may be subject to further disciplinary action by the local governing body. This behavior may include:

- using obscene or vulgar language in a boisterous manner to anyone at any time;
- taunting players, coaches, officials and/or other spectators by means of baiting, ridiculing, or threatening/delivering physical violence;
- throwing any object in the spectators' viewing area, players' benches, penalty box, or the ice surface

Violators will be escorted from the facility and not allowed to return that day. Anytime a parent/spectator persists in any of these actions or behavior, their team can be assessed a minor penalty. If a minor penalty is issued, there will be a mandatory one game suspension served by the player affiliated with the offending parent/spectator followed by review by the Disciplinary Committee. Further actions, such as additional game suspensions or suspension from the organization may be taken against the player and/or parent/spectator by the Disciplinary Committee.

ORGANIZATIONAL STRUCTURE AND PHILOSOPHY

PJHA is run on a volunteer basis by a Board of Directors consisting of nine members. Officers are elected by the Board. The Officer's positions, which makes up the Executive Board include:

- President
- Vice-President
- Treasurer
- Secretary

The Executive Board can meet and make decisions, when decisions must be made on behalf of PJHA, and it's not feasible or practical for the entire Board to meet. All Executive Board decisions will be presented to the Board at the next scheduled meeting. Each Board Member will be responsible for various activities within PJHA. The Board is responsible for all aspects of administration of the program.

Responsibilities of the Board include, but are not limited to:

- setting of all general policies and operational rules for PJHA that are not otherwise covered by the By-Laws
- setting of registration fees and schedules of fee payments
- determining the number of teams per age group and number of players for each team
- approving of scheduling policies and all decisions relative to participation in tournaments
- appointing of head coaches
- approving team managers and locker room monitors as necessary
- appointing Officers and Executive Board members
- determining Board structure
- hearing of grievances not settled at the team or Discipline Committee level
- approving team tryouts and their format

ORGANIZATIONAL PHILOSOPHY

PJHA is a volunteer, not-for-profit, community-based hockey program dedicated to providing all ages of youth participants with the opportunity to play the game of hockey. PJHA's goal is to offer the best possible experience by encouraging, developing and advancing players through a structured system that emphasizes skill development (skating, puck-handling, passing & shooting), game knowledge, team development and fun. PJHA promotes good sportsmanship and respect for others.

USA Hockey is the governing body for ice hockey. The New York State Amateur Hockey Association (NYSAHA) is one of the districts that comprises USA Hockey and is the one in which PJHA is affiliated, as a Tier III organization. For more information on youth hockey at the district and national levels, visit USA Hockey's website and NYSAHA's website to consult their information and guide books.

The Board oversees all on-ice programs, including the selection of coaches. The ACE (Association Coaching Education) Coordinator will act as the on-ice director or association hockey director. Additionally, the ACE Coordinator will be the coaching liaison between PJHA and NYSAHA, regarding all coaching level issues.

COACHING

Head Coaches shall be selected by the Board. Assistant Coaches may be determined by Board at their discretion, but shall generally be chosen by the appointed Head Coach.

At the conclusion of each season, the membership shall be contacted via email and a website posting to solicit submission of applications for coaching positions for the next season. Candidates will be evaluated by the Board based on their capabilities the following areas:

- knowledge of hockey (not necessarily playing experience)
- ability to commit the necessary time and energy to the position
- ability to communicate with players, and to a lesser degree parents
- previous coaching experience and ratings

You may have many reasons for wanting to be a coach. You may want to spend more time with your child who is playing hockey, you may feel you can teach children to become better hockey players, you may enjoy the social interaction with the children and their families, or you may really love the game and want to be a part of it. All of these are good reasons, and PJHA will support your efforts if you are motivated by any or all of them. Please remember that statistically you are unlikely to ever coach a child that goes on to have a professional career. You will, however, coach many future doctors, teachers, lawyers, business leaders, etc. When your players reach adulthood, the wins and losses will have long been forgotten, but the atmosphere and opportunity you create and the positivity you invest in their lives will have a lasting impact. Your ability to demonstrate the fun, fitness and friendship they can have with hockey should be a big reason you want to be a coach and/or volunteer at PJHA. Potsdam Junior Hockey Association offers several ways for people to get involved, including head coach, assistant coach, team manager, and volunteer. Below is a description of the qualifications and responsibilities of these positions.

QUALIFICATIONS to become a head coach or assistant coach

- Strong hockey background in playing, coaching, evaluating.
- Strong interest and commitment to child/athlete development.
- Ability to work with other coaching personnel.
- Ability to communicate on and off-ice requirements to players, parents, and PJHA board.
- Available to meet time requirements.
- Complete USA Hockey certifications: classes/levels, age appropriate modules, Safesport, background screening

Head Coach

JOB RESPONSIBILITIES

- Serve as the official spokesperson for the team
- Coordinate the delegation of responsibilities to the assistant coaches and team manager
- Plan on and off-ice activities in consultation with the assistant coaches
- Plan, implement and control pre-game preparation and communication with the team

- Design the practice plans in consultation with the assistant coaches
- Coach the team in all games and practices
- Establish rules for the team and oversee the supervision of the play
- Plan player evaluation and the player selection process.
- Plan the operation of the team during the games.
- Plan the supervision of players on and off the ice.
- Plan the formulation of the game plan.
- Report any issues or concerns to PJHA board (email/attend meeting).

TIME COMMITMENT

- Weekly practices and/or games; approximately 2-3 hours in duration.
- Weekly game/practice preparation; usually 1-2 hours in duration.
- Tournaments (home and away).
- Attend team/association meetings as required.
- Check emails and answer any enquires in a timely fashion.

Assistant Coach

JOB RESPONSIBILITIES

- Assist with player evaluation and the player selection process.
- Assist with planning, organizing and conducting practices.
- Assist with pre-game preparation.
- Assist with the operation of the team during the games.
- Assist with the supervision of players on and off the ice.
- Assist with the formulation of the game plan.
- Report to the head coach.

TIME COMMITMENT

- Weekly practices and/or games; approximately 2-3 hours in duration.
- Weekly game/practice preparation; usually 1-2 hours in duration.
- Tournaments (home and away).
- Attend team/association meetings as required.
- Check emails and answer any enquires in a timely fashion.

Team Manager

QUALIFICATIONS

- Strong organizational skills. (a hockey background in team management is beneficial)
- Strong interest and commitment to child/athlete development.
- Ability to work with other coaching personnel.
- Ability to communicate on and off-ice requirements to players and parents and association executive.
- Available to meet time requirements.
- Complete necessary certifications as outlined by USA Hockey

JOB DESCRIPTION

- Act on direction of the team head coach and report directly to the team head coach.
- Assist with team communication regarding events.
- Obtain necessary equipment and supplies for the team.
- Generate a team address list and circulate.
- Attend scheduled meetings and produce a team schedule in conjunction with the coaching staff.
- Coordinate all pre and post game paperwork and distribute to appropriate parties (i.e. game sheets, etc.).
- If required, arrange for on-ice officials.
- Communicate with media/association on the team results.

TIME COMMITMENT

- Weekly practices and/or games; usually approximately 2-3 hours in duration.
- Tournaments (home and away).
- Meetings as required both at the team and association level.
- Check emails and answer any enquires in a timely fashion.

Volunteer

QUALIFICATIONS to become a volunteer

- Strong interest and commitment to child/athlete development.
- Ability to work with other coaching personnel.
- Ability to communicate on and off-ice requirements to players and parents (if necessary).
- Complete necessary USA Hockey certifications

JOB RESPONSIBILITIES

- Assist with the supervision of players on the ice.
- Assist with team communication regarding events.
- Keep practice drills moving.
- Keep up with needed equipment during practice.

TIME COMMITMENT

- Weekly practices usually approximately 2-3 hours in duration (or as available).

Cross-ice Mite Coaches:

The cross-ice program provides the foundation for all the competitive levels that follow in the organization.

The Head Coach(es) must administer USA Hockey's American Development Model (ADM) according to USA guidelines. Multiple qualified coaches should be employed as considerable planning and on-ice coordination is required.

Coaching Education Program (CEP):

As a USA Hockey affiliated organization, all PJHA coaches are required to have the following complete and on file before stepping on the ice or being on the bench:

1. Register with USA Hockey as a Coach – due Annually
2. Pass a Background Check/Screening through NYSAHA Screening - due Bi-Annually
3. Complete the required USA Hockey SAFESPORT Training module – due Bi-Annually
4. Complete the Age-specific module for the level coaching – due for each level coaching. (Example someone is coaching PeeWees but also helping coach mites, this coach must have completed the MT (Mite) and PW (PeeWee) modules before stepping on the ice with that level.) No expiration.
5. Coaching Education Program (CEP), USA Hockey requires coaches to attend CEP clinics and maintain their credentials. Coaches at the 8U level must complete a Level 1 Clinic. No expiration or requirement to obtain a level 2 or above, or renew an expired CEP level until an 8U coach moves to 10U. Coaches 10U and above must continue with Level 2 and maintain their credentials per USA Hockey coaching requirements as they move up. Coaches may renew level 3 online twice, before having to go to Level 4. Coaches may be required to go to level 4 sooner if they coach a team requiring a level 4 (Tier 1 or Tier II Tournament-bound 14U and up). More detailed information can be found on the USA Hockey website under the coaching section.

Modules and clinics are generally offered from September through the end of December and are posted on the USA Hockey website. A coach must complete their required Coaching clinic by December 31st of the current year or they cannot be on the bench.

Waivers for previous coaching experience or play is only granted through USA Hockey per their review. All coaches on the ice must complete the requirements above and any additional NYSAHA or USA Hockey requirements.

The goal of USA Hockey, New York State Hockey and the board is to provide the best coaches possible for our young players. It is critical that anyone stepping on the ice or volunteering as a part of the team go through the proper training and screening. This protects the players, coaches and the organization. All coaches, schedulers, and managers in the program are **volunteers**; getting the certifications, requires a substantial commitment of time off the ice. We appreciate everyone who steps up to be a coach or volunteer. They are certainly the foundation that makes a solid organization. Any questions on the process contact the ACE Coordinator or any of the board members.

AGE LEVEL PROGRAMS AND STRUCTURE

The program shall be divided into levels, 6U through 19U, based on projected registration numbers. The goal of the program is for every player to get the most time on the ice and touches of the puck so they can develop as a player and team member. Number of players on a team is a factor in this. The general rule is for any age level at or above twenty-two players registered, there will be two teams. From 10U and above this division will be done using a try-out process, generally based on a player's demonstrated level of ability, attitude, and skills. The intent of

multiple teams is develop all ranges of skill, maturity and ability, while providing a safe learning environmental that doesn't frustrate, embarrass, or deter a young player from developing. All kids develop at different rates and age levels; attitude, support and a desire to improve determines which kids succeed in hockey. Parents, coaches and volunteers are crucial to this development and the success of multiple teams at every age level. Comments, concerns or questions concerning team make-up, try-outs or numbers should be brought to the board.

Beginners: PJHA offers a Beginners program for 6U players and those that are new to skating (up to 8U). The objective of program is to teach the fundamentals of skating, the most important skill in hockey. Equipment required for Beginners includes: hockey helmet with mask/cage, hockey gloves, elbow pads, shin guards/knee pads, hockey pants, hockey stick and hockey skates (shoulder pads, neck guards and mouth guards are optional). Pucks are used occasionally, but the primary focus is skating. Instruction is led by a professional skating instructor with support of volunteers and older PJHA players. Participants are provided with an hour of ice time on Saturdays and Sundays, during which they are asked to perform skating drills that develop their balance, stride and edges.

Mites: The Mite program is for 8U players where the program emphasizes the learning of fundamental skills of skating and puck-handling, especially in small areas. Mites are generally provided 3 ice slots per week, including at least 1 ADM practice and a cross-ice (or half-ice) scrimmage session. Cross-ice (or half-ice) scrimmages include games of 3v3 or 4v4 with players grouped by ability. No scores or stats are kept and simple rules are enforced. Beginners that are scheduled to move to Mites the following season may play cross-ice for an additional fee (set annually). Younger players may be allowed to participate on a case-by-case basis, if all of the coaches (Beginner and Mite) are in agreement that the player is advanced enough to compete safely.

Travel Teams:

To the extent possible, depending upon available numbers (standard practice is 22 or more players), PJHA will field multiple teams of varying skill level including, full-season travel teams at Squirts (10U), Peewees (12U), Girls 12U, Bantams (14U), Girls 14U, Girls 16U and Girls 19U. Midget teams may be formed as numbers and interest dictate. Tournament-bound Tier III teams will be formed at the 12U level and above. Situations and conditions do arise from time to time, including number of goalies, coaches or slightly fewer or more players. Any variation from the standard practice will be reviewed by the head coach and the board, and a determination will be made by the board.

LEVEL PHILOSOPHY

Tier III Travel Level Teams:

PJHA supports all players being involved in each and every game they dress for. Player development and having fun outweighs winning at all costs. Some players may receive more ice time than others, especially considering power plays, penalty killing, etc.), late in close games or in tournament championship games. "Shortening the bench" should be a rare occurrence and not the norm. Travel should be limited to within 4-5 hours driving distance. The Board reserves the right to limit travel, number of games and tournaments.

House Travel Level Teams:

Players at this level will have equal playing time, but coaches have some discretion to involve the players that he/she sees fit in critical game situations in tournaments. However, they shall strive to involve everyone on special team play. Travel should be limited to within 2-3 hours driving distance. The Board reserves the right to limit travel, number of game and tournaments.

TRYOUTS AND TEAM SELECTION PROCESS

Objective: It is the objective of the tryout process to place players on teams that will compete at a level commensurate with their skills. Additionally, it is to place players on teams that match up with their family's level of commitment. Tryouts can be a difficult process, especially for those volunteers and coaches that evaluate the players. While the complexity of the process and the length of time that it takes can be stressful, families are reminded that PJHA is a volunteer-run association. All those involved are putting their efforts into providing the best possible outcome. Outcomes of the evaluation process are valuable life lessons for a young player; it certainly isn't the end of the world as players mature and develop at different stages. Questions or concerns should be brought to the board.

Tryout fee: Each player is required to pay the predetermined tryout fee before prior to taking to the ice. If a player is from another organization, a signed release is required from their current organization before they will be allowed to tryout.

Format: Based on projected registrations for the upcoming season, the Board will determine the number of teams and recommended number of roster spots per team as discussed in the sections above.

A minimum 2-3 session tryout system should be utilized to select players. Players are required to attend at least one session. Coaches shall design the tryout format. Jerseys should be assigned such that evaluators can easily differentiate players. All evaluators shall be supplied identical evaluation sheets listing the number and jersey color of each player. The grading of players is up to the individual evaluator. At the end of tryouts, completed evaluations (ratings) shall be submitted to the Head Coach who has the final say on who makes or does not make the team. The Head Coach shall notify parents/players as to when the team roster will be posted on the PJHA website.

REGISTRATION

If a player has played for another association the previous season, a signed NYSAHA Player Financial Release Form is required to register with PJHA. The form is to be completed by the association president where the player is currently registered, or most recently registered. An original signed form must be provided to PJHA prior to skating at any tryout, practice or game.

Registration for the current year typically starts the first week in May and runs through October 1st. Registration dates and fees are established by the Board of Directors. Registration fees are established annually based on the projected number of players, amount of ice to be used, estimated cost of officials, projected snack bar revenue, etc.

Players are required to register with USA Hockey prior to PJHA registration. A copy of the USA Hockey registration should be provided to the Registrar during PJHA registrations.

Registration Fees:

Fees are determined based on a predetermined amount of home ice times, home games with officials. Any ice times, games, tournaments or referees beyond the predetermined amount will be paid for by the families of the team their child is playing on. These costs and the payments will be coordinated between the PJHA Treasurer and the team manager.

The predetermined amount is as follows:

- 16 Home Games with Referees,
- Beginners – 2 Ice Times/week
- Mites and above 3 Ice Times/week

Fees Required at Registration:

- 100% of any past due balances
- 100% for direct payment
- Online Payment w/ credit card. Online payment plan available.

Discounts:

- Families are eligible for a \$50.00 discount on each registration of a family member beyond the first full-paying player at Mite level and above.
- Families of a goaltender playing 10U and above, committed to playing goalie full time by December 15th are eligible to have half of their PJHA registration fee reimbursed at the end of December. Registration with USA Hockey is still required.
- A discount of \$25 is given to all families who pay in full before September 1st.

Non-Payment/Delinquent Accounts:

If a player's balance is not paid in full by December 31st, he/she will not be allowed to practice or play with their team until the account is current. This only applies to families who select the payment plan offered through the online registration. All direct payments are required to be paid in full.

Refund Policy:

All requests for refunds must be made in writing to the Board. Each request will be evaluated on a case-by-case basis.

After registration, acceptable pro-rated refund situations:

- season-ending injury to a player prior to December 1st
- player moving more than 20 miles away from the Village of Potsdam
- player decides to not to continue playing hockey prior to December 31st

The amount of pro-rated refund shall be calculated based on how many weeks of the hockey season have passed at the time of request. For purposes of this calculation, all team seasons shall be considered a 20-week season (2nd week of October to 2nd week of March).

OTHER IMPORTANT INFORMATION

Player Move-Up:

On occasion, players may be allowed to play up in a division above his/her age group. This decision requires Board approval and will be handled on a case-by-case basis. Requests to play up should be made to the Board prior to registration. Per NYSAHA, all 8U players must play at the Mite level. Board decisions shall be based on whether or not the move-up is beneficial and/or not detrimental to the following:

- the player
- the team(s)
- the association

Player Roster Movement: Players must remain on the team where they are rostered. If there is a need for Player movement because of team number shortages the Board will have full authority to make that adjustment, including having the rosters reflect the addition/change. If a player wishes to move down to a lower level team, a written request should be made to the ACE Coordinator. The ACE Coordinator will bring the request to the Board for a meeting with both team coaches, parents, and player to determine where the player best fits. Player movement can only be considered if there is an open spot on a team's roster.

Cross Registration with Other Organizations: At ages 10U and above no player shall be allowed to play for another NYSAHA tournament bound team. Team building and being a dedicated team member are critical hockey and life skills. Making a kid or family prioritize or choose one team over another isn't fair to the player or his teammates. Any questions on this can be taken up with the board.

Mergers: At the onset of any given year, depending on registration numbers, if an age level does not have enough players for one team (less than 11) or too many for one team but not enough for two (typically 18-21), and there is an opportunity to develop the players by merging with another organization, it will be reviewed and determined by the board. That review process will consider the level of the merger, tournament bound or house, the number of PJHA registered players, the financial structure of the merger, and other implications. For a tournament bound team, the merger will require all of the players to be registered with PJHA, have releases from their previous home organization and have all other required NYSAHA and USA Hockey paperwork submitted; including birth certificates and rosters. A tournament bound team registered with another organization will only be considered for a merger with Potsdam if: the PJHA board and merging organization hockey board president approve the merger, the team registers with PJHA as a house team, all the players pay PJHA registration fees, and fulfill the team requirements of the organization.

Skills Clinics:

Skills clinics may be offered to various levels or positions by the coaching staff. The Board recognizes that PJHA has a considerable wealth of talent and ability among our coaches and the coaches of the local schools and universities. It is PJHA's position that by utilizing these talents, we can provide for the needs of skaters and goalies.

Jerseys:

Jerseys are supplied to each team from the 8U level up. Care and return of jerseys is the responsibility of each family to whom a jersey has been assigned. Jerseys are included as a financial obligation. Families will be responsible financially for any lost or damaged jerseys.

Equipment:

PJHA has a limited inventory of goalie equipment. Its primary use is for the Mite and Squirt levels. Other divisions may request equipment; if the inventory allows, distribution to those divisions will occur. If requested, a coach may have up to 20 pucks at the beginning of the winter season, for use at practice and games.

Player Releases: Check most recent guidelines from NYSAHA/USA Hockey. If required, all requests for releases (with or without refund requests) must be submitted to the PJHA President. All release forms must be submitted in writing with a self-addressed, stamped return envelope to PJHA, P.O. Box 635, Potsdam, NY 13676. Members should plan ahead in requesting a release. NYSAHA rules allow PJHA to take up to 10 days to respond. In some instances, it may take 10 days to ensure no balance is due and no commitment to a PJHA team exists. There should be no expectation that the Registrar or President will act on any emailed requests. PJHA reserves the right to deny releases.

VOLUNTEER OBLIGATIONS OF MEMBERSHIP

At the beginning of every season, a parent meeting should be conducted for each age level and/or team, between the coaching staff, members of the hockey board, and all registered Parents. This meeting should cover the following items: volunteer positions within the team as discussed below, schedule, travel expectations, coach's expectations for arrival times, on ice behavior, communication, etc. **The names of all team volunteer positions, team manager, scheduler, locker room monitors, should be forwarded to the ACE coordinator with their required credentials, background screening, SafeSport training completion, and USA Hockey Volunteer registration. Questions on volunteer requirements should be directed to the ACE Coordinator and/or the Board President.** For any team and/or season to be successful, it requires commitment and dedication by the players, coaches, and parents. It is critical that coaches and parents are all on the same page from the start of the season on expectations.

***At this time, PJHA is NOT operating the snack bar. This section of the handbook is only valid when PJHA is operating the snack bar.

Each family that has a registered player is required to work in the snack bar. Each team based on registration numbers, will be assigned specific snack bar slots for varsity high school boys and girls games, tournaments, public skating sessions, mite league play day and team games slots which must be covered as well. Each team is required to have a team manager whose responsibility it is to assign the families to specific time slots. Each team in discussion with team manager and families can decide how they want to assign slots. Each family who supports the team and works their assigned slots will be refunded their \$50 snack bar fee at the end of the season. The team manager will track assignments and qualifications for reimbursement at end of season. The names will be provided to the Treasurer for reimbursement. Head coaches and Team Managers due to their time commitment to the organization and specific team, are exempt from working snack bar.

TEAM MANGER – ROLES AND RESPONSIBILITIES

Team Managers may choose to delegate some of the following duties to team parents, at their discretion.

Liaison: The Team Manager is the liaison between the Coaches and the parents. If a conflict should arise and a parent becomes disgruntled, it is the responsibility of the Team Manager to attempt to resolve the conflict. The Coaches' main functions are to deal with the players. The Team Manager is also the spokesperson for the team to the Board. Team Managers should make an attempt to attend the board meetings so they may relay information to the board and from the board to the parents.

Communications: It is the Team Manager's responsibility to keep the parents of the team informed of any changes in the schedule, activities within the team, activities within the organization, etc. TeamSnap App, the association website and email should be used to communicate with teams.

Team Managers should provide a list of parents' names and contact information to all of the parents on the team. If parents need help with TeamSnap App, team manager should assist.

Financial Administrator: The Team Manager is responsible for coordinating with the Team Scheduler to determine the amount of money to be collected for "out of pocket" tournaments. Money should be forwarded to the PJHA Treasurer so that a check can be issued from PJHA for the tournament. Team Manager will track snack bar assignments and provide list of families who have satisfied their snack bar commitment to Treasurer at end of season.

General Organizer: Team medical boxes are available to each team at the beginning of the season. The Team Manager should make sure that the team's Coach has received the team's medical box. The Team Manager is responsible for ensuring the team's medical box is returned at the end of the season. It is the Team Manger's job to ensure that a timekeeper, a scorekeeper, and both penalty boxes are manned during all home games. It is the Team Manager's role to collect a copy of the game sheet after each game and keep a copy in the team's records. If a player or coach receives a Game Misconduct Major, that scoresheet needs to be turned into the ACE Coordinator. The Team Manager should coordinate with parents to determine which person(s) will have responsibility for finding hotel accommodations for overnights. The Team Manager will have organizing responsibilities for any home tournament.

Roster: The PJHA Registrar will issue the USA Hockey roster to the Team Manager (and Coaches) once all the players and the bench coaches are registered with USA Hockey (note: all coaches to be listed need to be registered with USA Hockey and provide their registration confirmation number to the Registrar). When the Team Manager receives the roster, he/she should verify the spelling of each player's name and verify his or her birth date as listed on the roster. If they are correct, have player sign the roster in the designated area. Have each coach initial the roster in the area provided. If there is an error, notify the Registrar immediately so a correction can be made. Once all players and coaches have signed the roster, return the roster to the Registrar. He/She will submit it to the District Registrar for their signature. The roster is not official until the District Registrar has signed it.

The Team Manager is responsible for keeping the paperwork for the team. The Team Manager's book should contain the following documents for each player and coach on the team:

- Code of Conduct
- Birth Certificate
- Contact Information (optional)

Plus:

- Official USA Hockey Roster
- Game stickers for score sheets
- Team schedule
- Parent/Player information list
- Extra blank game sheets
- Game sheets from previous games

TEAM SCHEDULER ROLES & RESPONSIBILITIES

Team Scheduler, which in many cases is the team manager, has the task of coordinating with the Team Manager, Head Coach and parents to create a schedule that is generally acceptable. The Team Scheduler must work with the Head Coach to find the balance between practices, games and travel. A schedule needs to be made and updated regularly throughout the season. The Team Scheduler should contact opposing teams at least one week in advance of all games for confirmation. The Team Scheduler should let opposing teams know as soon as possible if a game needs to be cancelled. If cancelling a home game, the local scheduler of officials must also be notified. An accurate list of names and contact information will aid with the communication process. The Team Scheduler should establish a plan for notifying parents of postponements and cancellations due to inclement weather. The Team Scheduler is responsible for requesting assignment of officials through the local scheduler of officials. The Team Scheduler is responsible for updating team information on the website.

DESTRUCTION/DAMAGE OF ARENA/RINK PROPERTY

Parents and/or guardians will be held financially responsible for any damage to the locker room facilities including but not limited to, loss, damage and/or destruction of another player's personal belongings or equipment as a result of inappropriate actions by their child while occupying a locker room, both home and away. Anyone found to be responsible for the theft of another player's personal belongings or equipment or rink facility property will be immediately suspended from the organization including but not limited to further actions deemed necessary by the Board. Failure to adhere to these rules will result in progressive disciplinary action which may include suspension of play.

HOTEL BEHAVIOR

Supervision of PJHA players, regardless of age, in all hotel rooms, pool areas and other hotel areas, including restaurants, is the sole responsibility of the parents or guardians of those players (including siblings of players). Parents will be held financially responsible for damage to hotel facilities/property as a result of inappropriate actions by their children or other adults during stays in hotels as part of a PJHA game/tournament/event schedule. PJHA will not take responsibility for damages incurred at hotels.

Coaches are authorized and reserve the right to impose appropriate discipline as he/she sees fit as a result of a violation of expressed curfew or other rules as so communicated by a coach. Disciplinary action by a coach may include suspension of play.

DISCIPLINARY AUTHORITY

PJHA Board of Directors has the authority to suspend players, parents, coaches and spectators for any and all infractions of the PJHA Code of Conduct (as stated in this document), USA Hockey Code of Conduct and the NYSAHA Code of Conduct.

GRIEVANCE PROCEDURES

PJHA is an organization that serves a large number of members that fall into one or more of the following categories: player, parent, coach, volunteer, etc. Due to the size of PJHA and the diversity of its members, PJHA recognizes that incidents can occur that result in disputes, disagreements, misunderstandings, etc. among members. This is defined as a Grievance. PJHA strongly encourages its members to try and resolve grievances among themselves if at all possible. However, in the event that self-resolution is not possible, PJHA will assist its members in resolving grievances in an orderly, fair and consistent manner.

Grievance Procedure Steps:

The Grievance Procedures are a series of escalating steps. Members desiring to file a Grievance must adhere to these procedures in proper order. Failure to follow these steps may result in an invalid Grievance that may not be reviewed. Steps are as follows:

1. Before the formal Grievance process can be initiated, the aggrieved member (complainant) must wait 24 hours after the incident occurred that prompted the desire to file a Grievance. After the 24-hour period, the complainant may start the formal Grievance process.
2. After the 24-hour period, the complainant is encouraged to discuss the incident with another member, such as a coach, Team Manager, parent, or even the adverse party to the Grievance, to determine if a resolution is possible. If the Grievance pertains to a coach, the complainant is strongly encouraged to discuss the incident with the coach prior to proceeding to step 3.
3. If complainant does not wish to discuss the Grievance with another, or if there is not a satisfactory resolution reached, the complainant must complete a Grievance Submission Form, and mail or email it to the Board, within 15 days of the incident.
4. Upon receipt of the form, the Board will confirm receipt of the Grievance with the complainant. The Board will proceed with discussions and investigations of the incident to understand it fully. Upon completion of discussions and investigations, the Board shall render a decision/resolution on the Grievance and notify the complainant (by the next scheduled Board meeting or within 2 weeks of receipt of the Grievance, whichever is longer). The President may then disseminate the decision/resolution of the Board to other members that the President believes should be made aware of the decision/resolution.
5. Decisions/resolutions of the Board are final and not subject to appeal.