



TEAM MANAGER'S MANUAL

Summerland
Minor
Hockey
Association







Summerland Minor Hockey Association Team Manager's Manual

Revised and Updated: July 2026

Introduction

The team manager is a central figure in creating the flow of communication not only within the team, but between the team and all support systems such as the Summerland Minor Hockey Association (SMHA), Okanagan Mainline Amateur Hockey Association (OMAHA), BC Hockey, and Hockey Canada. Ultimately, the manager is responsible for ensuring all the off-ice tasks are completed. This does not mean that the manager has to do it all; they need to ensure that it gets done through delegation. By taking on the operational aspects of the team, the manager enables the coaching staff to focus on player development and on-ice instruction, providing players with a rewarding hockey experience.

This manual provides information to aid Team Managers in the smooth operation of their teams by discussing the need to delegate and identifying key topics that Team Managers will need to address. Numerous appendices, including samples, templates and a glossary of terms, are included to assist the Team Manager in pre-planning and organization.

This manual is intended to be a guide for Team Managers. It is not exhaustive, and it is the manager's responsibility to stay up-to-date on all relevant policies and procedures. If you have any questions, please do not hesitate to contact a member of the SMHA Executive.

Important Websites

- Summerland Minor Hockey Association: www.summerlandminorhockey.org
- Okanagan Mainline Amateur Hockey Association (OMAHA): www.omahahockey.ca
- BC Hockey: www.bchockey.net
- Hockey Canada: www.hockeycanada.ca



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SMHA Executive and Divisional Directors

A complete and updated list of the current SMHA Executive and Divisional Directors can be found on the SMHA website at www.summerlandminorchockey.org.

Role	Your Go-to Person For
President	Association leadership, major concerns, discipline matters, and overall direction Leads the association by chairing meetings, supporting executive decisions, overseeing discipline processes, managing liability matters, and ensuring the association's operations stay current.
Vice President	Fundraising approvals, discipline support, and association partnerships Supports association operations by coordinating sponsorships, approving fundraising activities, and assisting with discipline matters.
Ice Manager	Ice times, schedule changes, practices, and game scheduling Manages ice schedules, league games, exhibition games, practices, and tournament ice requirements. Works with coaches, managers, and the Recreation Department to keep schedules organized and changes approved.
Registrar	Registration, player records, transfers, HCR, and registration questions Manages registrations, player records, transfers, and HCR updates. Supports families and teams with registration requirements, payments, refunds, reporting, and communication with hockey organizations.
Treasurer	Payments, refunds, team finances, budgets, and association financial questions Manages the association's finances by maintaining financial records, handling incoming and outgoing funds, tracking team financial obligations, preparing financial reports, and ensuring the association meets its financial responsibilities. Acts as a signing officer and presents the annual financial report at the Annual General Meeting.
Secretary	Association records, Jets Apparel Store, and 50/50 raffle licences Keeps the association organized by maintaining meeting minutes, records, notices, the Jets Apparel Store, and 50/50 raffle licence information.



Tournament Coordinator

Tournaments, schedules, team event planning, and hosting questions

Coordinates home and away tournaments, including applications, bookings, schedules, rules, and event details. Supports managers with planning, communication, donations, and tournament organization.

Risk Manager

Safety concerns, first aid kits, injuries, and safety programs

Helps keep players and families safe by supporting safety programs, managing first aid kits, organizing safety initiatives, and addressing risk concerns.

Junior Director

U7, U9, U11 hockey programs, player development, and junior team questions

Supports younger hockey programs by helping with coach selection, player evaluations, team formation, parent communication, and program improvements.

Senior Director

U13+ hockey programs, representative teams, and team management questions

Supports older divisions through coach selection, player evaluations, Rep team processes, and guidance for coaches and team managers.

Referee-in-Chief

Referees, officiating, and game official assignments

Coordinates referees, training, evaluations, and assignments while supporting officials and helping ensure games are properly staffed.

Head Coach

Coaching, coach development, and player evaluations

Supports coach selection, training, and development while overseeing player evaluation and selection for Rep teams and development programs.

Member at Large

Website updates, social media, association initiatives, and general support

Provides support across the association through communications, website updates, projects, and initiatives as needed.



1. The SMHA Hockey Team

Mandatory Team Staff

Every team is required to have a fully certified and registered team staff. The following positions are **mandatory** for all teams and require completion of various certifications and courses. The registrar will require these mandatory certifications to be complete to have a compliant team roster.

- Head Coach
- Assistant Coach(es)
- Safety Person:
 - *The role of the Safety Person is not to diagnose or provide a medical solution. The role is to recognize when someone may be hurt or altered and then direct them to a healthcare provider who can provide further assessment.*
- Manager
- On-Ice Volunteers (optional)

Please refer to the SMHA website for the most up-to-date certification requirements.

Other Possible Volunteer Roles

- *Treasurer:* assists in setting team budget, records transactions and submits expenses to SMHA treasurer
- *Fundraising Coordinator:* Organizes fundraising events, coordinates gaming license applications with the SMHA Secretary, and ensures compliance with all fundraising policies.
- *Tournament Committee:* Works together to host the divisional HOME tournament.
- *Jersey Parent:* Collects, washes, and distributes team jerseys.



2. Team Manager Responsibilities

Season Start-Up

- Attend the **MANDATORY** coaches and managers meeting.
- Organize a **Pre-Season Parent Meeting**. This is a critical first step for a successful season. Please see [Section 4](#) for information on the **Pre-Season Parent Meeting**.
- Familiarize yourself with the **SMHA Team Financials Spreadsheets** (Section 6). This financial spreadsheet includes a template for a team budget that can be used to set team fees.
 - *Team Fees are a set amount that each family pays at the beginning of the season to cover extra costs of the season, such as away tournaments and team building exercises. The goal of fundraising is to raise enough money to refund these fees at the end of the season; however, a team should not depend on fundraising in order to cover their season expenses. Please see the **Fundraising Section** for more information.*
- Email the registrar with the names, cell phone numbers, and email addresses of all team officials (Head Coach, Assistant Coaches, On-Ice Helpers, Manager, Safety Person). If a volunteer is a first-time volunteer, please include a copy of their driver's license as well.
- Obtain an official team roster from the registrar.
- Familiarize yourself with **TeamLinkt**
 - **TeamLinkt** is the app that SMHA uses to organize rosters, games schedules and practice schedules. As a manager, you will be updating the team schedule through the app. The registrar will ensure each division team is created in the TeamLinkt app once the team is finalized.
- Block hotel rooms for all out-of-town tournaments. Check with the tournament coordinator to ensure that hotels have not been pre-booked by the tournament coordinator.
- **Team Apparel:** If the team plans to order custom apparel (e.g., hoodies, jackets), the design must be submitted to and approved by the SMHA Vice-President BEFORE placing any order. All apparel must feature the official Summerland Jets logo prominently. Teams may NOT solicit businesses to pay for team apparel. **See the Apparel Policy in Section 8.**



- Distribute team jerseys and, if applicable, arrange for name bars to be made and applied.
 - Distribute and collect **Medical Information Sheet** (*see link on SMHA website or copies in SMHA office*). It is suggested that this is done at the *pre-season parent meeting*.
 - Each player / parent must fill out a medical information sheet. It is important for coaches and staff to review this information and be aware of any medical concerns. The Medical Information sheets should be kept in the Safety bag.
- Manage the mailbox in the SMHA office for your division (office code: 1989).

During the Season

- Inform the Ice Manager of any **schedule changes**.
 - For older teams, please double check your game times through Spordle, prior to the games, as there are sometimes changes to game times that are overlooked.
- Track season expenses on the **Team Expense Tracker** spreadsheet.
 - Keep all receipts and records of expenses you may incur.
- Act as a liaison between the coach, players, and parents.
- When appropriate, send pictures to SMHA social media executive member to update SMHA socials.
- Remind your team of **team photos!** Team photos are included in registration and will be organized by the SMHA Executive. The dates for photos will be given with as much notice as possible.
- Act as **Game Manager** during season games. Update OMAHA with home game scores and submit score sheets via the Spordle App. **See Organizing Games** for more details on game roles.



End of Season

- Ensure all jerseys are accounted for and returned clean to the team locker. This does not include U7 and U11 rec jerseys.
- Inform the Equipment Manager of any missing or damaged jerseys.
- Organize thank-you gifts for team coaches. We encourage teams to select meaningful gifts that are appropriate and mindful of budget.
- Organize a year end event, receiving approval from the SMHA Vice President.
- Confirm year-end financials with the SMHA Treasurer by March 31st. This deadline is mandatory. Teams will refund team fees to families first, then donate any remaining balance to the SMHA Benevolent Fund. No funds may be rolled over to the next season. Ensure any outstanding money has been paid to the Treasurer. See Section 6 for more information,
- Remind your team about the **SMHA Awards Banquet**. The SMHA Junior and Senior Awards Banquet is held every year in April at the Summerland Arena.
 - The Junior teams typically receive Esso medals to give to their players: Most Improved, Most Dedicated and Most Sportsmanlike.
 - Coaches of Senior teams will receive an email requesting that they submit names for Most Dedicated Player and Most Improved Player. Players will also nominate a 'Players' player' award winner. There are some other specialized awards for some of the senior division teams.



3. Pre-Season Parent Meeting

- **Establish a Team Budget:** Establishing a team budget is an important step of the season, as it communicates transparently to parents what team monies will be spent on. A team budget guides a team's spending throughout the season, helping the SMHA executive work with the team to ensure that team expenses stay within reasonable limits.
 - **Non-Parent Coaches:** If a coach of a team is not also a parent on the team, the team is required to pay for the travel expenses of this coach and should be accounted for in initial team budgeting. The team will be required to pay for one room per staff at the motel/hotel the team is attending, cost of travel and meals. Please see the expense form at www.summerlandminoryhockey.org for additional information on per kilometer costs, daily meal allowances, and expense form.
- **Team Fees:** In consultation with the parents, establish team fees for the season. These fees should be based on the number of tournaments the team has entered and any other expenses that are anticipated, divided by the number of players on the team. It is important to set team fees at an amount that covers all expected costs without relying on fundraising. Please see budget template below. Once team fees are established, please email Registrar (summerlandminorhockey@hotmail.com) and team fees will be added to Teamlinkt for each family.
- The **Pre-Season Meeting** should be led by the Head Coach and is an opportunity to set the tone for the year, establish clear expectations for both players and parents, and foster a positive team environment. SMHA requires Head Coaches to outline their coaching and discipline philosophy to the team and parents, as this also assists the Division Directors in supporting coaches when the expectations for behaviour and conduct have already been laid out at the beginning of the season.
- **Player Code of Conduct:** At the beginning of each season, it is important to establish a clear understanding of the expectations for both players and parents. To assist with this, we have created separate one-page Codes of Conduct for players and parents. In consultation with the Head Coach, we strongly encourage all Team Managers to print these documents and distribute them at the initial parent meeting.



*The following is suggested language or ideas to help coaches and managers outline their expectations and philosophies. While each coach will have their own approach to managing a team, **coaches need to have a clear understanding of their own expectations and communicate these clearly to their team.***

- **Discipline:** If a player is having a tough time with the expectations, after a reminder they may be asked to sit on the bench for a minute or two to think about it or to miss some game time or leave a practice. A coach will always make sure they understand the reason and talk to them about returning to the ice. If the behavior continues, a progression of discipline will begin, and parents will be involved in explaining what is happening. Please see section 6 of manual for SMHA Discipline Protocol.
- **Parents: No parents are to offer direction to players who are on the ice from the stands or to come and speak to them at the bench or in the room about game play.** Please allow us to coach and trust in our ability. Support them with positive re-enforcement, a thumbs up or a wave from the stands, but allow the coaches to do their jobs: trust us.
- **Parent Assistance:** If your player requires assistance getting suited up, the coaches can provide it, but if they require a parent to help they will need to come out into the hallway/lobby where the parent can assist them.
- **Dressing Rooms:** Female players will dress in a separate dressing room when available. If an adequate space is not available, the dressing room will be Co-ed. Our main room will become Co-Ed 15 mins prior to all scheduled ice times. If any male player arrives to change after the room is Co-Ed, they must use the washroom or a different change area if changing down to their underwear. The room will also be co-ed after games for a chat with the coaches until we are finished, and the female players leave the room. Players will always wear underwear in the shared space even when not co-ed. If changing their underwear they must use a closed-door washroom area. **A Co-ed locker room means no player will have on less than shorts (could be jock/jill shorts) and a t shirt/base layer.**
- **NO cell phones** will be allowed in the dressing room. If your player needs to have their phone at the rink, it must be kept sealed away in a pocket or bag in the room. If a phone is seen out in the dressing room the coach will take it away and return it to the parent. **It is best to leave them at home.** We will work out music between the coaches or an assigned player and will have restriction on a camera and access to the internet. Music must be age appropriate as well.



The following pages provide suggested templates and guidelines for the **Pre-Season Parent Meeting**. These include:

- *Suggested First Meeting Agenda*
- *Printable Player and Parent Code of Conduct - also available online*
- *Season Budget Template*



Suggested First Meeting Agenda *(host meeting shortly after team is formed)*

Scheduled Date: _____

1. Introduction (5-10 minutes)

- Introduce yourself (manager), coach, assistant coaches, safety, etc.
- Give a brief explanation of the importance and purpose of the meeting.

2. Coaching Overview (10 minutes)

- Have the Coach provide information on the goals and objectives for the season and his/her credentials and philosophy.

3. Details of Program / Expectations for Players (10-20 minutes)

- With the Coach, present specific information on the operation of your hockey team
- Discuss expectations of the player (and parents)
- Time commitment (practice schedule, game schedule, and tournaments)
- Respect for themselves, all players (own team and opposition), referees, officials, parents, etc.
- Expected conduct – games, practices, locker room, events (see suggested player and parent code of conduct)
- Discipline

4. Budget (15 minutes)

- Outline of expected costs and team fees
- Initiate fundraising discussions – will there be a fundraiser, or will each family make a contribution?
- Extra activities – social events, tournament photos, extra tournaments, etc.

5. Team Apparel (5 minutes)

- Discuss dress code for games (*optional*)
- Discuss possible purchase of team apparel

6. Expectations of the Parents / Volunteers (20 minutes)

- Coordinate roles and responsibilities – volunteer roles are essential and each family should participate in a role.
- Introduce HOME Tournament and anticipated volunteer roles and responsibilities. If tournament is early in the season, consider organizing a tournament committee at first meeting.

7. Questions (5 minutes)

- Allow additional questions, parent concerns, etc.
- Distribute materials and any forms that need parent's attention.



Summerland Minor Hockey Association: Player Code of Conduct

- I will play hockey because I want to, not because others want me to.
- I will play by the rules of hockey and in the spirit of the game.
- I will control my temper – fighting and "mouthing off" can spoil the activity for everyone.
- I will respect my opponents.
- I will do my best to be a true team player.
- I will remember that winning isn't everything – that having fun, improving skills, making friends and doing my best are also important.
- I will acknowledge all good plays/performances – those of my team and of my opponents.
- I will remember that coaches and officials are there to help me. I will accept their decisions and show them the respect they deserve.

Player Signature:_____



Summerland Minor Hockey Association: Parent Code of Conduct

- I will not force my child to participate in hockey.
- I will remember that my child plays hockey for their own enjoyment, not mine.
- I will encourage my child to play by the rules and to resolve conflicts without resorting to hostility or violence.
- I will teach my child that doing one's best is as important as winning, so that my child will never feel defeated by the outcome of a game/event.
- I will make my child feel like a winner every time by offering praise for competing fairly and trying hard.
- I will never ridicule or yell at my child or other players for making a mistake or losing a game.
- I will remember that children learn best by example. I will applaud good plays by both teams.
- I will never question the officials' judgment or honesty in public.
- I will support all efforts to remove verbal and physical abuse from children's sporting activities.
- I will respect and show appreciation for the volunteer coaches who give their time to provide sporting activities for my child.

Parent Signature:_____



Sample Team Budget

	
SEASON BUDGET & FUNDRAISING PLAN	
Team Name:	UExample
Season:	2026
Team Coach/Team Manager:	Example
Number of Players:	14
ANTICIPATED EXPENSES (MANDATORY)	
Away Tournament 1	\$1400.00
Away Tournament 2	\$1250.00
Team Events/Year End Event	\$600.00
Swag(optional) (\$60/ player)	\$840.00
Other	
TOTAL MANDATORY EXPENSES	\$4,090.00
OPTIONAL FUNDRAISING GOALS	
Team Building Event	\$500.00
Other	\$0.00
TOTAL OPTIONAL GOALS	\$500.00
TEAM FEE CALCULATION	
Total Mandatory Expenses	\$4,090.00
Number of Players	14
Team Fee Per Player	\$292.00
FUNDRAISING GOALS	
Minimum Goal (to cover team fees)	\$292.00
Stretch Goal (to cover all expenses)	\$327.00

The following is an example of information you may want to provide your team at the beginning of the season. Hotel costs for away tournaments are costs that parents have to pay beyond what is budgeted in the team budget.

- **Revelstoke Stay & Play – Nov 22nd & 23rd**
Waiting to hear back from 2 places
- **Sicamous Stay and Play – November 8th & 9th**
 - Best Western Sicamous - Rooms being held till October 15th
 - Call 250-836-4117 and reference Summerland U11 and provide the arrival date.

Standard rooms come with two queen beds. There will be a microwave and fridge in all the rooms. hot buffet breakfast from 6:30 AM to 9:30 AM. The breakfast includes waffles, eggs, hot and cold cereals, a meat protein, fruit, yogurt, pastries and more. Indoor pool and outdoor hot tub. The standard room group rate would be \$167.39 per room plus tax. We do have larger suites if anyone is interested. I would be happy to quote prices if needed.



4. Organizing Games

For a game to run smoothly and follow all regulations, the Team Manager must not only monitor what is happening during the game, (such as off-ice conduct), but they must put in time prior to each game to ensure all positions are staffed.

Game Duration (OMAHA)

- Please refer to the OMAHA website for the most up-to-date game duration regulations.

Prior to Game Day

Ensure that game volunteer roles have been filled. Typically, these are assigned through TeamLinkt, and team families are encouraged to sign up for these roles. Some of these roles might be new for families, so they may require training or direction.

The volunteer roles that are generally needed at a game at Summerland Arena are:

- Timekeeper (*controlling the large scoreboard*)
- Scorekeeper (*entering the goals and penalties on the tablet in Spordle- U11 and up. No score needed for U7 and U9*)
- Music (*connecting to the arena speakers via Bluetooth. Volunteer plays music from personal device*)

Pre Game

Prior to the game, the Team Manager must make sure that the coaches have verified the rosters on the tablets to start the game, and the scorekeeper has the device ready to start the game. The tablets are charged in the SMHA Office (door code:1989).

During the Game

During the game, the Team Manager's main role is supervision. This may include:

- Monitor off-ice conduct of players and parents
- Check that the dressing rooms have remained secure.

Post Game

The Team Manager's post-game duties include:

- Ensure dressing room has been left in good condition and no items left behind.
- When at a home game ensure game report was submitted on tablet (when home team) and return tablet to SMHA office.



Scorekeeping

All games are to be done electronically. Please ensure officials sign the electronic scoresheet at the end of the game, and the game is submitted properly. If the tablet is not working, there are paper copies of the gamesheets in the SMHA office.

5. Home Tournament

5.1 Organizing Tournament

Most SMHA teams host a home tournament during the season. This is a great fundraising opportunity, as well as a source of pride for SMHA and Summerland. Hosting a successful home tournament requires volunteer hours from the whole team. Clear communication and proactive organization are helpful to make the volunteer experience manageable for the whole team. Some steps include:

- Organize a **Home Tournament Parent Meeting**: A separate parent meeting must be held to plan the event. At this meeting, it is helpful to assign volunteer roles and discuss the raffle table and fundraising goals. This meeting should take place at least 6–8 weeks before the tournament date.
- Assign **Volunteer Roles/Tasks**: Some suggested tasks include:
 - Programs (paper or online)
 - Raffle baskets (log sheets, basket assembly, basket names and descriptions, decorating, float)
 - Player Bags for visiting teams
 - MVP and Heart & Hustle prizes
 - Posters for arena (team names, schedule, 50/50 QR code, basket winners)
 - Player, Manager and Coach baskets for raffle table
 - Sucker Pull
 - Adult Baskets Bingo Poster
- Coordinate tournament day volunteer sign-up sheet for game roles (*scorekeeper, timekeeper, music, supervision, raffle table*)
- Record all financial transactions for the tournament on the **SMHA Team Season Expense spreadsheet** as they occur. Keep all receipts.
- Upon completion of the tournament, fill out the **Tournament Income Statement**. Coordinate with the Tournament Coordinator for assistance.
- File GERR for tournament raffle license within 30 days of the HOME tournament (SMHA requirement). **This is mandatory**. See the Gaming Licenses section for full details and contact the fundraising coordinator for assistance.



Reusable Tournament Items

The SMHA offers a variety of reusable items for teams to use during their tournaments. These items can help to reduce costs and waste. Teams are responsible for signing out these items and returning them in good condition after their tournament.

The following items are available for sign-out:

- Bingo Board
- Tournament Binders
- Templates for various tournament documents (e.g., game sheets, raffle tickets, etc.)

5.2 Gaming Licenses and Raffles

50/50 Draws

- The SMHA Secretary will apply for all 50/50 gaming licenses on behalf of the association, utilizing the RaffleBox online platform. RaffleBox automatically generates the required Gaming Event Revenue Report (GERR), making compliance straightforward. Ticket pricing is preset in RaffleBox — no action is required by the team. Teams coordinate with the SMHA Secretary to set up their 50/50 draw.
- The draw can be designated "In Support of [Player Name]" when run for a specific player on the team or run as a general team draw. This designation must be confirmed with the SMHA Secretary when setting up the draw.

Tournament Raffle Table (Gift Basket Raffles and Similar): D Licenses

Each **Team Manager** is responsible for applying for their own Class D Gaming License for tournament raffles. The following rules apply:

- The application must be made in the **TEAM'S NAME**, not the association's name. Under no circumstances should the SMHA name be used on a team gaming license application.
- The **Team Manager must use their own name as the primary** contact person on the application. **The Vice-President, Secretary, or another board member** must be listed as the Responsible Official.
- Teams may only apply for a Class D Gaming License. The maximum permitted ticket price is \$2.00 and the maximum permitted prize value is \$500.00 per prize.



- The Team Manager **MUST** file the Gaming Event Revenue Report (GERR) after the tournament. While BC Gaming allows up to 90 days, SMHA requires all tournament finances and GERR filings to be finalized **within 30 days post-tournament.**
- In accordance with BC Gaming, Hockey Canada, and BC Hockey policies, raffling liquor is strictly prohibited. Liquor store gift cards are permitted as prizes.

For all licensed gaming events, teams must submit a post-event report using the SMHA Raffle & Gaming Financial Report (GERR Form). This report must include:

- Event and license details
- Total number of tickets sold and gross revenue
- Description and fair market value of all prizes
- All event expenses
- Net proceeds and how they will be used

Raffle Table Ticket Pricing

The standard ticket pricing for the tournament raffle table is:

- \$2 for 1 ticket
- \$20 for 20 tickets

This pricing must be included in the gaming license application.



6. Financial Management

6.1 Financial Reporting: SMHA Team Expense Spreadsheet and Team Fees

Accurate and transparent financial reporting is crucial. All team finances will be managed by the SMHA Treasurer. The goal of this procedure is to maintain the financial integrity of the association and to ease the burden on the team.

The Manager is responsible for overseeing that a detailed record of all income and expenses is completed using the official **SMHA Team Expense Spreadsheet**. All transactions must be recorded in the **Team Season Expense Tracker** tab as they occur. At the end of the season, all team accounts must be reconciled by March 31st. See Residual Funds policy for more information on unused funds.

At the beginning of the season, each team will receive a Team Expense Spreadsheet that will be shared digitally by an executive board member. This spreadsheet will easily allow teams to track their finances. The spreadsheets include:

- Tournament Income Statement
- Team Budget Sheet
- Team Season Expenses

Team Budget Sheet:

Each team will use this budget sheet to establish their pre-season budget. This budget needs to be voted on and approved by the parents at the pre-season team meeting, before the deadline established by the executive board. SMHA VP will then review the budget and reach out if there needs to be any changes.

Once the team fee amount has been decided, please email the Registrar to confirm the amount (summerlandminorhockey@hotmail.ca). Team fees will be assigned to each family via TeamLinkt. The treasurer will not be in charge of collecting team fees.

Team Season Expenses

Each team needs to choose one volunteer to fulfil the treasurer role on the team. This can be the team manager, but it does not have to be. Ultimately, **one person** (team treasurer) needs to be assigned the role of tracking expenses and **communicating with SMHA treasurer**.

Every team expense needs to be documented on the spreadsheet, and all receipts need to be kept.

On the 15th of each month, the SMHA Treasurer will refund all submitted expenses via e-transfer to the team treasurer. The treasurer will then disperse the funds as needed. In order to receive reimbursement from the SMHA treasurer, the following has to be submitted:

- Expense documented on the Team Season Expense spreadsheet
- Picture of receipt emailed to smha.payment@gmail.com

6.2 Tournament Income Statement

The net proceeds from a home tournament are split between the host team(s) and SMHA. The current split is as follows:

- **Single Host Team:** 60% of the net proceeds go to SMHA, and 40% go to the host team.
- **Co-Hosted Tournament:** 40% of the net proceeds go to SMHA, and 60% are divided equally between the two host teams (30% each).

Each team will track all tournament expenses on the provided spreadsheet.

6.3 Residual Funds Policy

No team funds may be rolled over to the next season. At the end of the season, all unused funds must be distributed in the following order:

Priority 1: Refund Team Fees to Families

First, funds shall be used to refund a portion of the team fees paid by families at the beginning of the season. The refund will be distributed equally among all participating families.

For example, if a team collected \$5,000 in team fees and raised \$4,500 in fundraising, the net surplus of \$4,500 would be refunded equally to all families. If there are 15 families on the team, each family would receive \$300.

Priority 2: Donate Remaining Balance to SMHA Benevolent Fund

Any remaining money after team fees have been refunded will be donated to the SMHA Benevolent Fund. The Benevolent Fund is used to assist players in financial difficulty, ensuring all children can participate in hockey regardless of economic circumstances.

7. Fundraising

Fundraising is an essential aspect of minor hockey, but it must be conducted in a transparent, ethical, and compliant manner. All fundraising activities must adhere to the policies of SMHA, OMAHA, BC Hockey, and Hockey Canada, as well as all provincial and federal laws. The full SMHA Fundraising Policy (FP-2026-001) is available on the SMHA website and must be read by all Team Managers before the season begins.

7.1 Mandatory Approval Process for All Fundraising Activities

No team is permitted to begin any fundraising activity without first obtaining approval from the SMHA Executive and, where required, a sanction from BC Hockey. **ALL fundraising activities MUST be approved by the SMHA Vice-President BEFORE going ahead.** Please use the electronic application form found under **SMHA Fundraising Resources** on the SMHA website.

The approval process is as follows:

Step 1: Create and Approve Team Budget

- As outlined in the Pre-Season Team Meeting protocol, the team must first create a detailed budget for the season, outlining all expected expenses and the proposed fundraising activities to cover these costs. This budget must be approved by a majority of the parents at a team meeting. Use the official SMHA Season Team Budget spreadsheet.

Step 2: Submit SMHA Fundraising Application

- Complete the SMHA Application for Fundraising form (available on the SMHA website) for approval by the SMHA Vice-President at least 14 days before the proposed activity.
- The Vice-President will review and notify the team within 14 days.

Step 3: Obtain BC Hockey Special Event Sanction

- Submit the BC Hockey Special Event Sanction application at least 7–10 business days before the event. A link to this form is on the SMHA website under Team Resources (This is BC Hockey's actual requirement — without a valid sanction, there is NO Hockey Canada insurance coverage for the event.)
- Coordinate with the SMHA Secretary for assistance.

Step 4: Obtain Gaming License (If Applicable)

- If the proposed fundraising activity involves any form of gambling or gaming (e.g., 50/50 draw, raffle with ticket sales, calendar draw, silent auction), a gaming license must be obtained from the BC Gaming Policy and Enforcement Branch.



8. Team Apparel, Logos, and Sponsorship Policy

NEW — Effective June 2026.

To maintain a consistent and professional association identity, the following rules apply to all team apparel and sponsorships:

- Official Logo Required: All team apparel **MUST** prominently feature the official Summerland Jets logo.
- Board Approval Before Printing: Before any apparel is printed or ordered, the design **MUST** be submitted to and approved by the **SMHA Vice-President**. **No apparel may be produced without this written approval.**
- Official Team Store: Teams are strongly encouraged to purchase apparel through the official SMHA team store. Teams may request support from the board member managing the store. The store is managed by the **SMHA Secretary**.
- No Solicitation for Apparel Sponsorship: Teams are strictly prohibited from soliciting businesses to sponsor or pay for team apparel (e.g., team hoodies, jackets). Business logos may **NOT** appear on team apparel without prior board approval.
- OMAHA Compliance: In accordance with OMAHA policy, no advertising, sponsor names, logos, name bars, or other patches may be applied to team jerseys without prior consent of the appropriate OMAHA authority.
- Custom Team Logos: Teams wishing to create a custom team logo or name **MUST** submit the design to the **SMHA Vice-President** for approval before use in any context, including social media, apparel, or printed materials.



9. Line of Communication and Complaint Protocol

Effective communication is essential for a successful and positive hockey season. The following line of communication has been established to ensure that all issues are addressed in a timely and appropriate manner. All parents, players, and team officials must adhere to this protocol.

24-Hour Rule

- Before initiating any communication regarding a game or on-ice incident, a mandatory 24-hour cooling-off period must be observed. This allows all parties to approach the issue with a clear and calm perspective.

Line of Communication

- **1. Player to Coach:** Players are encouraged to speak directly with their coaches about any on-ice concerns or questions they may have.
- **2. Parent to Team Manager:** If a parent has a concern, they should first contact the Team Manager. The manager will then determine the appropriate next step, which may involve a discussion with the Head Coach.
- **3. Team Manager to Head Coach:** The Team Manager will bring any unresolved issues to the attention of the Head Coach.
- **4. Head Coach to Divisional Director:** If the Head Coach is unable to resolve the issue, they will contact the appropriate Divisional Director.
- **5. Divisional Director to SMHA Executive:** The Divisional Director will bring any unresolved issues to the SMHA Executive for a final resolution.

Under no circumstances should a parent approach a coach directly with a complaint before first speaking with the Team Manager.

Complaint Protocol

- All formal complaints must be submitted in writing to the SMHA Secretary. The complaint will then be forwarded to the appropriate committee for review. The SMHA Discipline Committee is responsible for investigating and hearing all matters pertaining to discipline (*see next page*).



SMHA Member Discipline and Complaint Protocol

All members of SMHA are required to follow numerous expectations ensuring that they are found in good standing with SMHA. Should a member be found to not be following conduct as outlined in the SMHA expectations of a member, the following steps must be followed in sequence. Documentation of conduct and consequences is expected.

Example of possible leveled discipline/complaints: (While representing SMHA, and could include, but not limited to...)

Level 1	Level 2	Level 3
- Behavioural - Ice time complaint - Lateness - Inappropriate language	- Repeated level 1 behaviour - Safety concerns	- Serious breach of BC Hockey and/or SMHA codes of conduct - Participate in acts of vandalism - Illegal activity

There is a leveled approach for all discipline complaints. All complaints must be in writing and have one individual name attached. Anonymous complaints will not be accepted.

	Complaint is against....		
	Player	Parent	Team Staff
Level 1 <i>Dealt with by team</i>	- Documented conversation with player by team coaching staff - Documented conversation with parent of player - Possible consequences: - Missing a portion/all of a game - Missing a practice	<i>*please remember that at SMHA we adhere to the 24 hour rule. Please wait 24 hours until you approach another with a complaint</i> - Documented parent meeting with coaches and/or manager - Document parent meeting with manager	<i>please remember that at SMHA we adhere to the 24 hour rule. Please wait 24 hours until you approach another with a complaint</i> - Approach team manager with issue - Approach coaching staff with issue
Level 2 <i>Mediated with supervision of Divisional Director</i>	- In writing, coaching staff is to bring situation to the attention of the divisional director - Conversation with player from divisional director (with parents present) - Possible courses of action:	- In writing, coaching staff is to bring situation to the attention of the divisional director - Reviewed/meeting with divisional director - meeting will be documented and minutes	- In writing, parent is to bring situation to the attention of the divisional director - reviewed/meeting with the Team staff and divisional director



<i>Written complaint goes to Divisional Director</i>	- o Continued team actions - o Establish a player contract - o Passed on to discipline committee	will be kept could be part of any future continued complaints • Possible courses of action: - o Continued team actions - o Establish a parent contract - o Passed on to discipline committee	• meeting will be documented and minutes will be kept could be part of any future continued complaints • Possible courses of action: - o Continued team actions - o Establish a team staff contract - o Passed on to discipline committee
Level 3 <i>Dealt with by Discipline committee</i> <i>Written complaint goes to Vice President</i>	• In writing, the situation is brought to the attention of the VP, which will initiate the Discipline Committee to meet (discussion of the complaint process will begin within 48 hours from receiving the complaint in writing) • Players participation in SMHA events are revokes until information is gathered and results of discipline committee is received	• In writing, the situation is brought to the attention of the VP, which will initiate the Discipline Committee to meet (discussion of the complaint process will begin within 48 hours from receiving the complaint in writing) • Parents participation in SMHA events are revokes until information is gathered and results of discipline committee is received	• In writing, the situation is brought to the attention of the VP, which will initiate the Discipline Committee to meet (discussion of the complaint process will begin within 48 hours from receiving the complaint in writing) • Team staff's participation in SMHA events are revokes until information is gathered and results of discipline committee is received

10. Travel and Tournaments

BC Hockey Interdistrict Travel Form

- For any travel outside of the OMAHA district, a [BC Hockey Interdistrict Travel Form](#) must be completed and submitted. This form is available on the SMHA website under SMHA Team Resources. Allow 7-10 days for processing.



11. Policies and Procedures

SMHA Policies

- All team officials, parents, and players are expected to be familiar with and abide by all SMHA policies, including the Locker Room Policy, Complaint Protocol, and Discipline Protocol. These policies can be found on the SMHA website.
- The SMHA Fundraising Policy (FP-2026-001) is a mandatory read for all Team Managers. It is available on the SMHA website at www.summerlandminorhockey.org.

Governing Body Policies

- In addition to SMHA policies, all teams must adhere to the regulations and policies of OMAHA, BC Hockey, and Hockey Canada. It is the responsibility of the Team Manager to be familiar with these policies and to ensure that the team is in compliance.