



North East Aces Coaches/Parent Manual

Welcome to the Aces

Welcome to North East Aces Hockey.

As a coach, you play a critical role in athlete development, team culture, and communication.

This manual outlines program-wide standards to guide all age groups in providing a safe, respectful, and elite hockey experience.

Player Commitment Requirements

Each Aces team is expected to operate as a competitive, development-focused group. While commitment levels will be defined by individual coaching staffs, each player and family should be prepared to:

- Participate fully in team practices, off-ice workouts, and meetings.
- Commit to development through individual training and goal setting.
- Travel for league and tournament play as scheduled.
- Adhere to team and program expectations regarding attitude, work ethic, and preparedness.

Note: Mandatory gear, off-ice training frequency, and attendance expectations will be outlined by the coaching staff of each team.

Team & Player Expectations

Players

- Be on time, ready to learn, and compete at all times.
- Phones are not permitted in dressing rooms. Each coach will establish and enforce a specific cellphone policy for their team. Cellphone use by parents regarding the Wolfpack team must be approved by the head coach prior to the device being utilized or any content being posted.
- Follow coach expectations regarding team dress code and conduct.
- Show leadership by respecting others, taking feedback, and staying accountable.
- Use social media responsibly; represent yourself and the program with integrity.

Coaches

- Establish team standards and communicate them clearly to players and parents.
- Conduct player evaluations throughout the season, including individual goal-setting meetings.
- Promote a safe, inclusive, and competitive environment.
- Encourage leadership and team ownership through mentorship and positive discipline.

Parents/Guardians

- Support the team positively at practices and games.
 - Observe the 24-hour rule before addressing concerns.
 - Raise issues through the team manager first, then the division coordinator if necessary.
 - Respect the boundaries between spectator and team roles.
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Communication Structure

Clear and respectful communication is essential to our success.

- Primary contact: Player ↔ Coach
- Team issues: Parent ↔ Manager
- Unresolved concerns: Next contact is the Division Coordinator from the Aces Committee.
- Escalation: If further resolution is needed, issues may be referred to the General Manager of the Aces program.

Each team will use a scheduling and communication app, such as TeamLinkt, to organize team operations.

Conflict Resolution Protocol

The goal is always to resolve issues at the lowest level possible, through direct and respectful communication.

If an issue escalates:

1. Attempt resolution with coach and/or manager.
2. Contact the Division Coordinator.
3. Division Coordinator will assess severity and may involve the Committee, Hockey Sask, or Hockey Canada.

No concern is too small—but every effort should be made to resolve conflict through communication, not confrontation.

Discipline Protocol

Discipline decisions must be consistent, fair, and focused on learning.

Coaches are encouraged to:

- Document behavioral issues and clearly communicate expectations.
 - Hold players accountable for actions on and off the ice.
 - Address minor infractions directly, and involve parents when patterns emerge.
 - Contact the Division Coordinator for guidance on more serious matters.
 - In severe cases, the Committee will determine whether to involve Hockey Sask or Hockey Canada.
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Evaluation & Goal Setting

- Evaluations will occur throughout the season, with specific timelines set by the coach.
 - Coaches will provide individual feedback sessions and facilitate goal-setting as part of the development process.
 - Feedback from players is welcome and encouraged—growth is a two-way street.
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Leadership Culture

- Each coach will set leadership expectations for their team.
 - Leadership opportunities will be earned, not appointed by parents.
 - Coaches will mentor athletes to lead by example, build team cohesion, and carry the Aces identity with pride.
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Financial Oversight & Fundraising

- All banking and financial operations must follow protocols set by the Aces Committee.
 - Coaches and managers are responsible for organizing team finances in accordance with these policies.
 - No fundraising or financial decisions are to be made independently by parents without coach or manager approval.
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Program Contact Points

1. Coach – Development, expectations, performance
 2. Team Manager – Communication, scheduling, logistics
 3. Division Coordinator – Conflict resolution, escalation support
 4. General Manager (Aces Program) – Oversight, policy, external coordination Concerns requiring broader attention will be communicated to Hockey Saskatchewan and Hockey Canada through the Wolfpack committee as needed.
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The North East Aces program is about more than just hockey—it's about building strong athletes, leaders, and citizens. Coaches, players, and parents all share the responsibility of creating a team culture based on effort, respect, and communication. If everyone commits to the process, supports the structure, and puts the team first, we will continue to grow an elite and respected program.