



2024 – 2025
Policies & Procedures

www.southwesthockey.ca

***'MAKING HOCKEY FUN AND REWARDING,
FOR ALL PARTICIPANTS'***




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1.0 GENERAL

The Policies and Procedures Manual, as described herein, shall serve to assist the Board of Directors and other members in carrying out the Articles and Bylaws of the Southwest Hockey Association (the “Association”, “Southwest Hockey”, “SW”, “SWH”, “SW Hockey” or “SWHA”) as set forth in the Southwest Hockey Association Bylaws (the “Bylaws”).

To further define the Association, may include members such as, but not limited to; coaches, participants, managers, treasurers, teams and any other position that would fall under the governance of the Southwest Hockey Association.

Mission Statement	
To make hockey a fun and rewarding experience for all participants through a program that provides an organized and disciplined approach to developing hockey skills	
Objectives	
To encourage, promote, coordinate, improve and provide the means to enhance the experience of all those who wish to play, coach or otherwise become involved in the sport of hockey.	To provide a safe, fun and fair environment in order to promote the improvement of the participants’ basic hockey skills, coaching skills, and referee development.
Who Are We?	
<p>The Southwest Hockey Association was registered as a Not-for-Profit Society in May 2016.</p> <p style="text-align: center;">HOME of the COUGARS!</p> <p style="text-align: center;">Southwest Hockey provides a Minor Hockey program for participants who are between the ages of 3 and 17.</p> <p style="text-align: center;">Southwest is associated with Hockey Calgary, Hockey Alberta and Hockey Canada.</p> <p style="text-align: center;">As part of the Southwest Hockey brand, all teams registered with Southwest Hockey will be named Cougars.</p>	<p>Southwest Hockey was also the 1st Minor Hockey Association, within Calgary to have a mascot.</p> <p style="text-align: center;">Meet Celly!</p> <div style="text-align: center;">  </div>

1.1 Season

SW Hockey Association’s season is defined as occurring between **June 1st and May 31st**.

1.2 Operations

The general operations of the Southwest Hockey Association will be overseen by the Board of Directors, and reviewed / updated on an annual basis.

Changes to SW Hockey operations could occur more frequently if there are any updates to Hockey Calgary, Hockey Alberta, or Hockey Canada; that may deem to be pertinent to the Southwest Hockey Policies and Procedures.



1.2.1 Bylaws and Policy and Procedures

The SW Hockey Bylaws and Policy and Procedures will be available to all members, on the website. The Policies and Procedures may be revised from time to time by the SW Hockey Board of Directors as deemed necessary.

Where a conflict exists between the Bylaws and the Policy and Procedures; the Bylaws shall have precedence.

NOTE: Sections within these Policies & Procedures that are in '**dark blue, bold and italicized**' font, intend to reference the specific verbiage from the Southwest Hockey Bylaws. The section numbers may differ between the two documents.

1.2.2 Operational Decisions

If there are any operational decisions that need to occur during the season, that differ from the policies set out by SW Hockey, then decisions are to be reviewed and approved by the President and applicable Vice President, **prior** to moving forward with any decision being made that may potentially be contrary to any SW Hockey policy or other governing body's rules and regulations.

2.0 MEETINGS & VOTING

2.1 Annual General Meeting (AGM)

This Society shall hold an Annual General Meeting (AGM) on or before May 31st each year. The Board sets the place, day and time of the meeting.

Notice will be given a minimum of twenty-one (21) days in advance and circulated by email and / or posted on the Association website. The notice will state the place, date and time of the Annual General Meeting and any business requiring a special resolution.

The Annual General Meeting deals with the following matters:

- *Adopting the agenda.*
- *Adopting the minutes of the last Annual General Meeting.*
- *Considering the President's report.*
- *Reviewing the financial statements setting out the Society's income, disbursements, assets and liabilities and the auditor's report.*
- *Appointing the auditors.*
- *Electing required members of the Board;*
 - *Persons nominated for Treasurer should have a financial background, preferably a professional accounting designation.*
- *Considering matters specified in the meeting notice.*
- *Other specific motion(s) that any Member has given notice of before the meeting is called.*

Twenty (20) Members shall constitute a quorum at the Annual General Meeting.



An AGM shall be deemed to be fairly constituted if at least twenty (20) Members in good standing within Southwest Hockey Association are in attendance. This shall also constitute a quorum for purpose of items requiring membership approval.

2.2 General Meeting

General Meeting may be called any time by the Treasurer / Secretary upon instructions of the President or Board.

Notice will be given a minimum of eight (8) days in advance and circulated by email and / or posted on the Southwest Hockey Association website. The notice will state the place, date and time of the Special Meeting and any business requiring a special resolution. If a special resolution is required at the meeting, then twenty-one (21) day's notice is required.

2.2.1 Agenda & Procedure for General Meeting

Only the matter(s) set out in the notice for the General Meeting are considered at the General Meeting.

Any General Meeting has the same method of voting and same quorum requirements as the Annual General Meeting.

2.3 Special Meeting

A Special Meeting may be called by the President or Treasurer / Secretary upon:

- *Resolution of the Board of Directors to that effect, or;*
- *On the written request of at least five (5) Directors. The request must state the reason for the Special Meeting and the motion(s) intended to be submitted at this Special Meeting, or;*
- *On the written request of at least one-third (1/3) of the number of registered players. The request must state the reason for the Special Meeting and the motion(s) intended to be submitted at such Special Meeting.*

Notice will be given a minimum of eight (8) days in advance and circulated by email and / or posted on the SWH Association website. The notice will state the place, date and time of the Special Meeting and any business requiring a special resolution. If a special resolution is required at the meeting, then twenty-one (21) day's notice is required.

2.3.1 Agenda for Special Meeting

Only the matter(s) set out in the notice for the Special Meeting are considered at the Special Meeting.

2.3.2 Procedure at the Special Meeting

Any Special Meeting has the same method of voting and the same quorum requirements as the Annual General Meeting.



2.4 Voting

“Member” means; any parent or legal guardian of a child (“participant”) registered to play hockey for the playing season falling within the fiscal year;

- ***Only Southwest Hockey Association members in good standing are eligible to vote.***
- ***A member has one (1) vote, to a maximum of two (2) votes per family.***
 - A **maximum of two (2) parents or legal guardians** of any such child (participant) shall be eligible to vote at any validly constituted meeting of the Members.
 - ***A voting member may not vote by proxy.***
 - Members must be in attendance at the time that the voting takes place.
- ***A show of hands decides every vote.***
 - ***Unless in circumstances the President of the meeting determines that it is appropriate to use secret ballots; or if at least five (5) voting members present request that the vote be by secret ballot, in which case the vote will be conducted by secret ballot.***
- ***Any Officer shall also be a member and be eligible to vote at any validly constituted meeting of members; however, an Officer who is also a parent of a child registered to play hockey with the Association shall only be allowed one (1) vote at any such meeting.***
- ***The President has the casting vote in the case of a tie vote.***
- ***A majority of the votes of the voting members present decides each issue and resolution, except where these Bylaws or governing law provide otherwise.***
- ***The President declares a resolution carried or lost.***
 - ***This statement is final, and does not have to include the number of votes ‘for and against’ the resolution.***

3.0 MEMBERS / MEMBERSHIP

Membership shall be open to parents or legal guardians of a minor child or to a player over the age of eighteen (18) who participates in hockey activities under the jurisdiction of the Southwest Hockey Association, who has paid the necessary registration fee(s) approved by the Board of Directors.

All members of the Association, including but not limited to; Parents/Guardians, Participants, & Volunteers are expected to respect and adhere to the SWH Bylaws, Policies & Procedures, and the Rules and Regulations of our governing bodies.

Membership shall be open to previous participants of SW Hockey who are twenty-two (22) years of age and who has paid, if necessary, the membership or Association fee(s) approved by the Board of Directors.



3.1 Members in Good Standing

A Member of SW Hockey is in good standing when:

- 3.1.1 The Member is listed within the registration list of members.
- 3.1.2 The Member is up to date in respect to payment of the person's annual membership dues.
- 3.1.3 The Member is up to date in respect to the payments and obligations associated with the Volunteer Bond (VB) or any other Volunteer Policy.
- 3.1.4 The Member has no outstanding matters or obligations with the Association.
- 3.1.5 The Member is not suspended pursuant to **SECTION 3.4** or **SECTION 37.0** hereof.
- 3.1.6 The Member has met the Attendance Policy requirements.

3.2 Rights and Privileges of Members

Members shall enjoy the rights and privileges of membership in SW Hockey, as set out in the Bylaws and Policies and Procedures as determined by the Board from time to time.

- 3.2.1 *All members in good standing have the right to attend and vote at the Annual General Meeting, General Meeting or Special Meeting.*
- 3.2.2 *All members in good standing have the right to stand for office on the Board.*
- 3.2.3 *No member is, in their individual capacity, liable for any debt or liability of the Society.*
- 3.2.4 Receiving notice of the Annual General Meeting, General Meeting, or Special Meetings.
- 3.2.5 Speaking at the Annual General Meeting, General Meeting, or Special Meetings.
- 3.2.6 The entitlement to one (1) vote at the Annual General Meeting pursuant to **SECTION 3.1** or any Special Meeting pursuant to **SECTION 3.1** hereof, if such Member has voting membership.

3.3 Membership Withdrawals & Arrears

3.3.1 Withdrawals

Any Member wishing to withdraw from membership may do so upon written notice to the board through its Administrator or Secretary and may be refunded fees in an amount determined by the Board. The refund amount not to be greater than any membership fees paid for the current year.

3.3.2 Arrears

Any member in arrears for fees and assessments will not be allowed to register in the Association in subsequent years until the delinquent amounts have been settled to the satisfaction of the Board of Directors.



3.4 Expulsion or Suspension

All Members are obligated during Southwest Hockey activities to conduct themselves accordingly to the Policies and Procedures and Bylaws of the Society.

The Directors may expel or suspend, with or without conditions; any Members from membership and / or from participating in the Southwest Hockey Association Program, by resolution of the Directors passed by a two-thirds (2/3) majority of the votes cast at a properly called Directors meeting if:

- 3.4.1** ***The conduct of the Member is determined by the Directors, in their sole discretion; to be improper, unbecoming or contrary to the interests or reputation of Southwest Hockey Association, or;***
- 3.4.2** ***The Member commits a breach of the Bylaws or policies, rules or regulations of Southwest Hockey Association, that are in effect from time to time.***
- 3.4.3** If the Member has not complied with the obligations of the Volunteer Bond Program, the Member may not be allowed to participate in any SW Hockey program(s) or event(s) from January 1st until the end of the membership year, or be permitted to register with SW Hockey in subsequent years until delinquent amounts have been settled to the satisfaction of the Board of Directors.
- 3.4.4** If the Member has not paid; when they are due, the annual membership dues or any other fees or assessments as set by the Board. Any Member in arrears for fees and assessments will not be allowed to participate in any SW Hockey program(s) or event(s) from January 1st until the end of the membership year.

3.5 Hockey Calgary Rule Book (Regulations)

All Members of SW Hockey must adhere to the Bylaws and playing Rules & Regulations, as outlined in the current season's rule book as published on the Hockey Calgary website.

4.0 COMMUNICATIONS

- **Email is our #1 form of communication.**
- **It's a member's responsibility to provide current and correct email addresses.**
 - Members can add up to three (3) different emails on their players' profile.
 - Email admin@southwesthockey.ca and registrar@southwesthockey.ca with any updated and/or corrected contact information to avoid missing important communications.

The SW Hockey website will be the main source of information and it is the **responsibility of the members to regularly check** the website at: www.southwesthockey.ca Any of the following means of communication can be used:

Notices posted on the SW Hockey website	Email notifications
Periodic newsletters	Community newsletters
Information sheet at Evaluations	Verbal reports at the AGM
Division Coordinators & Coaches	Any other medium as determined by the Board



4.1 Communicating to Directors

All correspondence, written or verbal, to any Director on matters of significance should be reported at the following Board Meeting. Responses when deemed appropriate should be made known to all Directors.

4.2 Communication Process (Hockey Calgary and SW Hockey)

Copies of all written correspondence to or from Hockey Calgary should be made available to members of the Board as soon as it is convenient to do so.

SW Hockey encourages members to follow the approved communication process for all matters of concern. Members can refer to the Game and Conduct Communication Tree on the SW Hockey website.

Any member contacting Hockey Calgary directly, will be redirected to SW Hockey.

- Members of SW Hockey should not communicate matters of concern directly to Hockey Calgary unless directed to do so, by the President of SW Hockey.
- All matters should be communicated, in writing, to a Board Director who in turn will bring forward to the Board. **If deemed necessary**, the matter will be communicated to Hockey Calgary by the SW Hockey President.
- Southwest Hockey Game & Conduct Policy can be found in **SECTION 37.0**

NOTE: The SW Hockey President may deviate from the communication process depending on the severity of the matter / concern brought forward, and may bring such concern to the appropriate Hockey Calgary representative.

5.0 EXECUTIVE & BOARD OF DIRECTORS

In addition to the President, Vice President(s), Treasurer / Secretary, the Board will also consist of at least three (3) elected Directors. A person appointed or elected as a director becomes a director if they were present at the meeting when being appointed or elected, and did not refuse the appointment. They may also become a director if they were not present at the meeting, but consented in writing to act as Director before the appointment or election; or if they acted as a director pursuant to the appointment or election.

Any Director or Officer may be removed from the Board of Directors by a vote of no less than seventy-five (75%) of the Board for any cause which the Board may deem reasonable. All Board of Directors are to be invited to this meeting via email with the date, time and location. Quorum must be met.

5.1 Executive

The Executive shall be responsible to the general membership and shall have full control and management of the Society within the Bylaws to serve the best interests of the membership.

In the event a vacancy occurs during the year, the Executive shall be empowered to appoint a replacement from the membership for the balance of the term.



The Executive is defined as the; President, Vice President On-Ice, Vice President Off-Ice and the Treasurer / Secretary.

5.1.1 Executive Meetings

An Executive meeting can be called if there are decisions that may require immediate attention, and that which do not fall outside the existing Policy and Procedures or Bylaws.

Any action that may require a vote by the Executive, all Executive members must be invited and in attendance; either in person or by conference call, in order to conclude a decision.

The President would vote in the event of a tie.

Overturing Board Votes: Any motions voted on and passed by the Board of Directors cannot be overturned by the Executive without first going back to the Board of Directors at the next scheduled Board meeting. In the event the decision is needed prior to the next scheduled meeting, an “emergency” Board meeting can be called; whereby quorum requirements must be met. Only matters set out for the meeting will be addressed.

Un-budgeted Expenditures – The Executive may approve any un-budgeted expenditures that may arise; to a maximum of \$1,000; whereby a decision is required prior to the next scheduled Board meeting. Any un-budgeted expenditure over \$1,000 must be reported to the Board of Directors at the next scheduled Board meeting – to be voted on by the Board.

All Executive Meeting decisions must be communicated to the Board at the next scheduled Board meeting.

5.2 Board Integrity

It is the expectation of all members of SW Hockey that each Board Member will consistently display high moral and ethical standards in the conduct of their duties.

The Board Members will also sign a Confidentiality Agreement (CA). The CA is intended to acknowledge the importance of personal and association information; to keep confidential and secured, and to not divulge information without consent.

As such, Board Members should not use any personal email addresses for conducting association business; to encourage privacy and confidentiality. Therefore, SW Hockey email addresses are provided. Information received may be used by the Board for the purposes of performing their duties.

5.2.1 If a Board Member displays behaviour that has been determined by the remaining Directors to be improper, unbecoming or likely to endanger the interests or reputation of the SW Hockey Association – it should be brought to the attention of the Board immediately by the member who has witnessed such behaviour.

5.2.2 Upon receiving a complaint by a member dealing with inappropriate behaviour of a Board Member, a Special Meeting of the Board will occur within ten (10) days of the complaint being filed. At that meeting, the complaint will be reviewed and the Board Member whose integrity has been questioned will be given an opportunity to be heard by the remaining Board Members.



- 5.2.3** At the Special Meeting, the Board will vote on whether to suspend or expel the Board Member whose behaviour or integrity has been questioned. Any Director or Officer may be removed from the Board of Directors by a vote of no less than seventy-five (75%) of the Board Members in attendance for any cause which the Society may deem reasonable. All Board of Directors are to be invited to this meeting via email with the date, time and location. Quorum must be met.
- 5.2.4** Any member of the Board that has three unexcused absences will have their standing on the Board brought in to question. The Board will review the Member's **attendance** and the Member may be suspended or expelled from the Board.
- 5.2.5** For Board Coordinators, refer to **SECTION 6.0**.

5.3 Evaluation Ethics for Board Members

Any violation of one or more of the following responsibilities or ethics could result in disciplinary actions, and could result in the removal of that Board Member.

Board Members shall:

- 5.3.1** Support the evaluation process as outlined in the Evaluation Procedures & Guidelines, and in the spirit the evaluation process is intended.
- 5.3.2** Refrain from requesting the ranking or assessment information for any registered participant while the evaluations are being conducted; unless they are a part of the evaluation team.
- Exception being that of the President and Vice President On-Ice, with regards to official association business.
- 5.3.3** Ensure any additional Board or Hockey Calgary responsibilities / commitments are still being attended to and not left undone, due to being involved in evaluations.
- 5.3.4** Not use their position or their title to gain information or unsolicited involvement in the evaluation process, or in any situation arising during evaluations.

5.4 Board Member Accessibility

Each member of the Board shall make their email addresses available within the community and encourage parent(s) / guardian(s) to contact them. Phone numbers would be available upon request.

5.5 Conflict of Interest

Any member in good standing who wishes to accept a nomination for a SW Hockey Board position must disclose any 'Conflicts of Interest' in a statement listing the name(s) of, and outlining their involvement in, any organization(s) such as Cardel Rec South, Calgary Buffalo Hockey Association, Calgary Royals Athletic Association, other Hockey Canada Minor Hockey Associations, Hockey Calgary/Alberta/Canada positions, Private Hockey League (e.g., Hockey Super Leagues) positions (including player participation), or any other positions that may pose a 'Conflict of Interest'.

An admission of a 'Conflict of Interest' will not necessarily exclude a member from holding a position on the SW Hockey Board.



5.5.1 Existing SW Hockey Board Members

For existing SW Hockey Board Members, any new “Conflict of Interest” must be disclosed as soon as they arise.

- If a current SW Hockey Board member discloses a subsequent ‘Conflict of Interest’ that members of the SW Hockey Board deem to be incompatible with their ongoing participation on the SW Hockey Board, the Board can bring a motion for a Special Meeting. All voting Directors are to be invited to this meeting via email with the date, time and location. Quorum for the meeting must be met.
- At that meeting, the ‘Conflict of Interest’ will be reviewed and the Board Member who is the subject of the meeting will be given an opportunity to be heard by the voting Board Members. Then at the meeting the Board will vote on whether to remove the Board Member due to the ‘Conflict of Interest’. The motion to remove the Board Member must include the specific reason(s) that the disclosed ‘Conflict of Interest’ results in the Board Member being unable to fulfil their duties; this motion must be passed by at least 66% or more of the voting Board Members.

6.0 BOARD COORDINATORS

A ‘Board Coordinator’ is defined as a non-voting position within the SW Hockey Board; including, but not limited to: Community Coordinator, Financial Coordinator, Goalie Coordinator, House League Coordinator, Photography Coordinator, and Sponsorship Coordinator.

A person appointed a Board Coordinator becomes a Board Coordinator if they were present at the meeting when being appointed, and did not refuse the appointment. They may also become a Board Coordinator if they were not present at the meeting but consented in writing to act as Board Coordinator before the appointment, or if they acted as a Board Coordinator pursuant to the appointment.

In the event a vacancy occurs during the year, the Executive shall be empowered to appoint a replacement from the membership for the balance of the term.

6.1 Removal from Position

Any Board Coordinator may be removed from their position for causes which are deemed reasonable.

Board Coordinator positions are appointed by the Executive. The Executive may investigate and remove a Board Coordinator if determined that behaviour was improper, unbecoming, or likely to compromise the interests or reputation of the SW Hockey Association.

A meeting will be held by the Executive with the Board Coordinator who will be given an opportunity to be heard. All Board of Directors are to be notified of the decision **within twenty-four (24) hours**.



7.0 BOARD MEETINGS

7.1 Frequency

Meetings of the Board shall be held as often as may be required, but at least every second (2nd) month, and shall be called by the President. Board of Directors meetings are typically held on the first (1st) Monday of the month at Cardel Rec South. If the regularly scheduled meeting falls on a Holiday Monday, the meeting will then be held on the next Monday.

7.2 Quorum

At a meeting of the Board of Directors quorum for the Board of Directors will consist of fifty percent (50%) + 1 of voting Board Members.

7.3 Procedures

All meetings shall follow a 'Meeting Agenda' as prepared by the Chairperson, and distributed at the start of the meeting. Normally the President will 'chair' the meeting; in their absence the Vice President On-Ice will act as Chairperson.

The President or Vice President On-Ice must be in attendance to 'chair' all Board Meetings, and the agenda should include a report from each Director unless special circumstances exist.

Only Board Members or invited guests are permitted to attend Board Meetings.

7.4 Minutes

The Administrator may record the minutes of the meeting. Minutes from the previous meetings shall be distributed prior to the meeting, or read at the meeting. The minutes from the previous meeting shall be either adopted or amended by the Board.

7.5 Motions

All matters of policy and those involving finances shall be presented in the form of a motion and decided upon by a vote of the Board Members present.

7.6 Director Voting

All motions, and voting matters shall be decided by a quorum with the President casting the deciding vote in the event of a tie.

A Director may proxy their vote; **only if the motion has been communicated in writing PRIOR to the meeting taking place.** A Director can provide their vote via proxy to the Administrator in writing, to be communicated at the meeting.



8.0 FINANCES – ASSOCIATION

8.1 Authorizing Cheque Payments

Payments shall be made in the form of cheques drawn on the appropriate account of the Association. For payment, any two (2) of the following may sign all cheques; President, Vice President On-Ice, Vice President Off-Ice, and/or Treasurer/Secretary.

8.2 Authorizing Electronic Fund Transfers (EFT)

Outbound Electronic Fund Transfers (or “EFT”) are not permitted unless the EFT approval process on bank systems requires two authorizations for EFTs for every transaction.

Processing EFTs requires that appropriate internal procedures are utilized in order to ensure there are adequate banking controls maintained and to prevent any fraudulent, or unauthorized payments.

Effective October 2, 2023; outbound Association EFTs are permitted on a limited basis which will still require two (2) authorization / approvals. Approved authorizers will also be any two (2) of the following; President, Vice President On-Ice, Vice President Off-Ice and/or Treasurer/Secretary.

8.3 Payment Procedures

All invoices shall be approved prior to payment by the appropriate Director. No invoice or refund will be paid without the proper documentation to backup the request. Support for invoices is maintained within the Accounting System (i.e., QuickBooks). Physical cheque stubs and invoice support are also kept on file.

8.4 Banking Arrangements

The Treasurer/Secretary shall establish the necessary banking arrangements including signing authorities. The Treasurer/Secretary (or Assistant Treasurer) will ensure teams open their bank accounts accordingly. Teams will require a Banking Letter of authorization to open a team account. The letter may be requested through the SWH Treasurer.

Teams are to be differentiated by a number. Where there are multiple teams in one (1) division, the teams would be differentiated by either; ‘Blue’, ‘Gold’ or ‘White’. Examples include:

- U11 Southwest 1 (U11 SW1), U11 Southwest 2 (U11 SW2), U11 Southwest 3 (U11 SW3)
- U11 Southwest 4 Blue (U11 SW 4B), U11 Southwest 4 Gold (U11 SW 4G), or U11 Southwest 4 White (U11 SW 4W).

8.5 Financial Review

The books, accounts and records of the Treasurer/Secretary shall be audited at least once each year by a duly qualified Accountant, or by two members of the Society elected for that purpose at the Annual General Meeting. A complete and proper statement of the standing of the books for the previous year shall be submitted by such auditor at the Annual General Meeting of the Society.



The Board of Directors, for any reason, may request that the financial records and corresponding statements also be externally reviewed by a duly qualified Accountant.

The fiscal year of the Society in each year shall be: April 1 – March 31.

The books and records of the Society may be inspected by any member of the Society at the Annual General Meeting or at any time upon giving reasonable notice and arranging a time satisfactory to the Director(s) having charge of same. Each member of the Board shall at all times have access to such books and records.

8.6 Annual Budget

The budget meeting must be attended by at least the President, Vice President(s) and Treasurer/Secretary of the SWHA Board of Directors.

A preliminary budget is to be prepared by April 30th of each year for the purpose of setting registration revenues and per player / per team expenses are known.

All members of the SWHA Board shall be entitled to reimbursement, with prior consent, for reasonable expenses incurred while engaged in business approved by the Southwest Hockey Association.

Southwest Hockey will operate within an approved budget that will provide for adequate and competitive development for participants and coaches, required ice time and Officials' fees for games, and other appropriate costs as approved by the SW Hockey Board; while keeping the Registration Fee increase within reason.

8.6.1 Annual Budget Procedure

In April each year, the SW Hockey Board will determine the proposed Registration Fees, in consultation with the Treasurer/Secretary for each age group; for the following year based on the anticipated expenses for the current year, and the recommended ice allocation by Hockey Calgary.

The following Board members must be involved in the annual budgeting process: President, Vice President On-Ice, Vice President Off-Ice, Treasurer/Secretary, Director of Branding & Equipment, Director of Coaches, Director of Evaluations, and Director of Fundraising. Any other Board member and contract personnel may be involved, upon request.

Once the operating budget is approved by the SW Hockey Board, the Treasurer/Secretary will provide a report on the spending versus budget with explanations of variances at each Board Meeting.

8.7 Registration Fees & Major Fundraising Activities

All registration fees and major fundraising activities for the forthcoming season shall be reviewed annually against projected expenses. Fees for each age division will be set to approximate the cost to the Association for a participant in that age division.



8.8 Bank Institution – ‘Return Item Advice’

All ‘Return Item Advice’ notices received by SW Hockey are subject to a fee set at the discretion of the Board. This fee shall be reviewed each year and be reassessed as required to reflect current charges levied by banks. ‘Return Item Advice’ notices include, although not limited to; insufficient funds, closed accounts, stop payments.

8.9 Equipment Reserve

Southwest Hockey is to provide team equipment (jerseys), as required; for each team (U7 through to U18) – through the use of an ‘Equipment Reserve Account Fund’. The Equipment Reserve is kept separate from General Operating funds.

8.9.1 Procedure

Each year the SW Hockey budget is to provide for the replacement or repair of jerseys as recommended by the Director of Branding & Equipment. An amount as determined by the SW Hockey Board will be allocated to the ‘Equipment Reserve’ for the purpose of these jerseys. Each year the SW Hockey Board, in consultation with the Director of Branding & Equipment; will review the adequacy of the ‘Equipment Reserve’ account.

8.10 Donation Tax Receipts

Southwest Hockey Association is a Not-For-Profit Society and cannot issue tax receipts for donations. Upon request, a letter acknowledging the donation may be issued by the SW Hockey Treasurer/Secretary for program donations, or to the Team Manager for team donations.

9.0 FINANCES – TEAM

Additional team activities (including, but not limited to; tournaments, exhibition games, team social events, team S.W.A.G (Stuff We All Get, etc.), fall outside of the scope of Southwest Hockey’s program. Financial responsibility to fund these types of selections falls at the team level. The team must prepare a team budget and then fundraise and / or cash-call accordingly to pay for the additional choices.

Teams need to be reasonable and sensitive to the financial and social challenges of all families on the team, with regards to the number of financial burden(s) placed on their families. At the same time, there is a reasonable expectation that ALL MEMBERS will participate in team fundraising and / or cash-call(s); in order to benefit from additional activities.

9.1 Team Bank Account

Team funds are to be held and distributed from a team bank account requiring two (2) signatures for withdrawals. Approved team signing authorities are noted in **SECTION 40** under Team Manager, and Team Treasurer. A Bank Account Authorization Letter can be attained by contacting the SW Hockey Administrator and/or Treasurer.



9.2 Team Budget

NOTE: Any SW team can have their team finances reviewed at any given time during the season. This may include information such as, but not limited to; current budget to actual spreadsheet, current team bank balance (screenshot), and supporting receipts.

Budget discussions should begin at the teams' **first meeting** of the season.

Following the Parent Meeting: where the Team Treasurer position has been filled, the Team Treasurer will take all feedback, and present a budget to the team for approval.

The Team Budget **MUST BE** discussed and agreed upon by **at least 75%** of the parents / guardians. There must be written acknowledgement from each parent/guardian of their vote. This can be via signing the team budget, or an email confirmation; which would be filed with the team budget.

The following should be included in the team budget discussions:

- Choice of Budget Model. Refer to **SECTION 9.2.1**
- Tournaments, Team Activities, Team Apparel etc.
- Communicate the deadline for paying the cash-call. Refer to **SECTION 9.2.4**
- Communicate the team's name. Example: U11 SW 3 Blue (naming must be in accordance to the Association guidelines, and as per the Bank Account Authorization Letter) as per **SECTION 8.3**

9.2.1 Budget Models

Generally, there are three (3) funding models for teams to select from. **Sponsorship, Fundraising & Parent Funded.** Teams will typically use a combination of all three (3) models when supporting the team expenses for the season.

- 1) **Sponsorship Model:** This model relies on personal, business and community connections to provide direct financial sponsorship to the team. Sponsorship can be in the form of cash, services or supplies. Refer to **SECTION 32.0** regarding further sponsorship guidelines.
- 2) **Fundraising Model:** This model relies on parents (participants) actively fundraising for the team expenses. Such fundraising could include; bottle drives, raffles etc. Teams must ensure they are following all rules/regulations of AGLC. Information can be found on the SWH website. For further guidelines about team fundraising, refer to **SECTION 10.0**.
- 3) **Parent Funded Model:** The parent funded model is where team expenses are paid for directly by the parents.

9.2.2 Budgets up to \$10,000

Individual teams are permitted to budget for up to \$10,000 annually. The Team Treasurer will be required to provide detailed financial accounting of their team budget to the SW Hockey Treasurer and/or the Assistant Treasurer as of **November 30th and February 28th**.



9.2.3 Budgets over \$10,000

Individual teams may have team budgets in excess of \$10,000; although, the Team Treasurer **must notify** (via email), the SW Hockey Treasurer and/or Assistant Treasurer, of their intention to carry a budget over \$10,000.

Teams must provide a copy of their budget including; the use of the funds, method(s) of fund-raising and duration of project(s) including a detailed financial plan by **November 30th**.

Teams must also provide monthly (via email); detailed financial statements to the SW Hockey Treasurer and/or Assistant Treasurer. The SW Hockey Treasurer will ensure notification to the SW Hockey Board.

9.3 Cash Call Policy

The cash-call is a dollar amount paid by the parent / guardian to the team in order to help fund the team budget. This amount may be returned by the end of the season; depending on the success and method of team fundraising.

Deadline: **October 31st is the deadline for cash calls to be paid to the team.**

Where a cash call is a financial hardship, the member should contact the Manager and/or Head Coach in private; where monthly payment arrangements can be made between October and December 1st; and/or through additional fundraising opportunities that the family can use to generate the funds. While payment arrangements are on a case-by-case basis, the aim should be to have the cash call paid to the team by December 1st.

If an arrangement cannot be reached to assist the family the Team Manager shall contact the Administrator to review other alternatives.

Funds that have not been spent by the end of the season (where cash calls were provided), are to be reimbursed to the parent / guardian who made the cash-call.

Important: **Only up to the amount of the original cash-call can be returned. Under no circumstances are publicly raised funds permitted to be paid out to parents / guardians. Parents / Guardians are not to 'make money'.**

9.3.1 Cash Call Accountability

Members need to be accountable to their teams with regards to contributing to the team budget. Failure to comply with the Cash Call Policy may result in becoming a "Member not in Good Standing"; **because team budget expectations are applicable to all families on the team.**

9.4 Team Expenses for: 'Independent' Coach / Non-Parent Coach

Refer to **SECTION 17.3** for further details regarding this expense.



10.0 FUNDRAISING – ASSOCIATION

10.1 Fundraising Projects

The Association is only eligible for an AGLC Casino (approximately) every 18-months. Therefore, SW Hockey will endeavor to hold an AGLC Raffle each season; as a means to assist with offsetting Association expenses; as per AGLC Gaming Rules and Regulations Use of Proceeds.

10.2 Coordination of Projects (Fundraising & Sponsorship)

To ensure projects do not conflict with those of other organizations in the community, or with projects organized by Cardel Rec South, the following is in place:

Director of Fundraising: All fundraising projects at the Association level that require licensing by the Alberta Liquor, Gaming and Cannabis (AGLC) are to be coordinated by the Director of Fundraising.

Sponsorship Coordinator: All sponsorships at the Association level, are to be coordinated by the Sponsorship Coordinator; with approval and guidance from the Board of Directors.

10.3 Support by Parents, Participants and Teams

All parents, participants and teams are encouraged to support the fund-raising activities initiated by SW Hockey.

Southwest Hockey shall also have the right to provide association funds raised to individual teams who have demonstrated exceptional support of such fund-raising activities.

10.4 AGLC Revenues

AGLC revenues are to be recorded to the profit and loss accounts in a systematic basis that provides matching of the revenue with the associated expenses in accordance with the AGLC policy.

As expenses are incurred, an equal amount should be removed from the deferred Casino or Raffle revenue account and recorded in the profit and loss account as Casino or Raffle revenue. This will continue until the deferred Casino or Raffle revenue account is reduced to zero (0).

11.0 FUNDRAISING – TEAM

11.1 Team Sponsorship

Sponsorship of individual teams is encouraged. However, there are restrictions for use of sponsorship crests on jerseys. Jerseys are **ONLY permitted** to have Association level Sponsorship crests; as approved by the Board of Directors. **Team level sponsorship crest is NOT permitted.**

11.2 Publicly Raised Funds (AGLC)

Teams must spend **publicly raised funds in the current season**, as per the teams' approved budget, and as per AGLC regulations. If there was an AGLC application, funds must be spent according to what was approved through the application process.

Any **publicly raised funds** which remain unspent at the end of the season are to be donated to the Southwest Hockey Association. **Unspent publicly raised funds CANNOT** be distributed to the parents/guardians of the team.



11.2.1 Raffle (AGLC) Licenses & 50 / 50 Draws

Individual teams (e.g., U13 SW 4 Blue) who hold an AGLC fundraising event (Raffles, 50/50 draws, etc.) must apply independently for the appropriate gaming license and receive approval from the AGLC Registry. Failure to obtain a license can result in a fine from AGLC. SW Hockey will **NOT** be liable for any team fine that is levied.

Teams are **NOT** permitted to apply for a license solely under the Southwest Hockey Association license (or use the SW Hockey Raffle License #).

Teams **MUST** comply with all guidelines and proper gaming processes for all licenses approved by the AGLC and the "Use of Proceeds". Further information can be found on the AGLC website.

12.0 REGISTRATION

In addition to these Policies and Procedures, **further information is available in the "Registration Information Guide" on the SW Hockey website.**

12.1 Dates & Method

Opening date for registration will be made available to members via the website. Online registration is the **ONLY** registration method available.

12.2 Boundaries

As per the Hockey Calgary Rules and Regulations, all families (new / existing), who are between the ages of 5 to 17 (as of December 31st) must register with the Association that has been assigned to their community boundaries.

To find the list of approved communities for Southwest Hockey → copy this link to your browser:
<https://www.hockeycalgary.ca/association>

Exceptions include:

- When registering for the CUBS Program (3 and 4 years old); it does **NOT** matter what community a CUBS participant resides in.
- If a participant has a Hockey Calgary **approved** participant release.

12.3 Proof of Residency

ACCEPTABLE Proof of Residency (POR) is required at the time of registration.

Existing members can be asked **at any time during the season** to produce current acceptable POR, in order to maintain membership. This POR **must be** provided upon request, as per Hockey Calgary's Rules and Regulations. Failure to do so could result in the participants suspension and/or removal from the Association.



12.4 Legal Name, Age Verification & Category

ALL registrants **MUST** provide proof of **LEGAL** name and age. Birth Certificates & Passports are the acceptable forms of proof. The age of the participant **by December 31st** of the calendar year will determine their age division.

Division	Ages	Division	Ages
CUBS	3 and 4	U13	11 and 12
U7	5 and 6	U15	13 and 14
U9	7 and 8	U18	15, 16 and 17
U11	9 and 10	U21	Contact Southside

12.5 Player and Goalie Movements

The policy for “Player / Goalie Movements” in or out of the community, shall conform to the policy of Hockey Calgary.

12.6 Registration Fees & Payments

Registration fees for each age category and all related fees to registration within SW Hockey will be established by the Board as described in **SECTION 8.6**.

No registration is complete without an **acceptable payment**. Failure to pay registration fees **in full**, will result in the family becoming a “Member Not in Good Standing”.

ALL participants MUST register & pay their fees in full by the noted date on the SW website; each season. If registration fees have not been received in full at the conclusion of their age divisions evaluation, the following would occur:

- 1) The participant will not be allowed access to their team assignment, or be permitted to practice **until** the registration fee has been received, **OR** payment arrangement(s) have been made with the Registrar. Once the registration fee and/or payment arrangement(s) have been made with the Registrar, the participant then will be told which team they were placed on, and will then be permitted to practice.
- 2) Families will be defined as ‘Members Not in Good Standing’ as per **SECTION 3.0** until such time that the registration fee, **OR** payment arrangement(s) has been approved by the Registrar.

12.6.1 Registration Arrears

Previous amounts owing **must** be paid **before** future registrations will be accepted. No transfers or releases will be granted until all fees owing is paid in full.

If a family’s registration fees were not paid in full by December 31st of each season, then the upcoming season registration will need to be received AND paid in full PRIOR to participating in evaluations.



12.6.2 Registration Late Fee

Registrations received **after** the late fee date each season, **will be accepted based on availability and will be subject to a late fee for each returning participant.**

NOTE: Individual exceptions for the late fee may be considered and a decision will be determined by the Registrar and/or the President.

12.6.3 Registration Change Fee

For any changes to a participants' registration whereby the participant is moving between programs, a Registration Change Fee will be applied following the registration Late Fee date.

12.7 Financial Assistance

There are **MANY** programs available to help alleviate financial barriers to participate in organized sports. One of the main financial assistance programs is the **Flames EvenStrength Program** (FESP).

12.7.1 Application Process

Financial Assistance is an application process; where families need to qualify. It is **VERY IMPORTANT** that families **REGISTER EARLY** in order to have **FULL** access to **ALL** Financial Assistant programs that are available. Additional details, can be found on our website at: www.southwesthockey.ca

12.8 Withdrawal Process

Families choosing to withdraw their participant(s) from SW Hockey, **must** complete the following:

- 1) **Fill out the Withdrawal Form.** This form can be found on the SW Hockey website.
- 2) Once the completed form is submitted, the Registrar will withdraw the participant.
- 3) **Refund determination.** The time and date stamp on the completed withdrawal form will be used to determine any applicable refund. Refer to **SECTION 12.9.**
- 4) **Participation.** Upon submission of the Withdrawal Form the participant is **NO longer permitted to participate** in any SW Hockey on-ice or off-ice activities. **No Exceptions.**
- 5) **Waiting Period.** Once the withdrawal process has been completed, the Registrar will notify you. As soon as the Registrar has confirmed the withdrawal, the participant is not permitted to register again until the following season. This is known as the 'waiting period'.
- 6) **Exceptions.** If there are unique circumstances, SW Hockey may choose to waive this 'waiting period' requirement.

Southwest Hockey also reserves the right to review and adjust withdrawal fees based on individual circumstances, on a case-by-case basis.



12.9 Refund Policy

Situations will arise where families choose to, or are required to withdraw from SW Hockey for a variety of reasons. Southwest Hockey understands that this will happen, and have taken the time to formalize a policy surrounding this.

12.9.1 Refund Amounts

Refunds are initiated by the Registrar from the date the Registrar receives the Withdrawal Form, as per **SECTION 12.8**.

- 1) Full Refund, less a **non-refundable admin fee** will be issued for members choosing to withdraw their participant(s) **up to one (1) day PRIOR to the participant(s) Age Category evaluation start date**.
- 2) Partial Refund, less a **non-refundable admin fee** and 50% of the registration fee will be issued for members choosing to withdraw their participant(s) **DURING** evaluations.
- 3) 100% Non-Refundable, for members choosing to withdraw their participant(s) **anytime as of the LAST DATE of the participant(s) Age Category evaluations**.

12.10 Elite Tryouts (AA or AAA)

Elite refers to participants who want to try out with an Elite Associations first, such as; Calgary Buffaloes, Calgary Royals or Girls Hockey. This applies for the U13, U15 & U18 divisions only.

Participants wishing to try-out for AA or AAA **MUST COMPLETE THE FOLLOWING**:

- 1) Register with SW Hockey → As per the registration information outlined on the SW Hockey website. Registrations received **after** the SW Hockey Late Fee date – **will be assessed a late fee**.
 - a) Southwest Hockey **will not** reserve a spot for a participant released from Elite **IF they did not previously register with SW Hockey**.
- 2) Register with the appropriate Elite Association → This is done according to the 'feeder community' in which the participant resides in.
 - a) Refer to **SECTION 12.2** to confirm which Elite Association the participant would register for.
- 3) A participant who returns (is "released") to SW Hockey from their Elite tryout **will be required** to pay the SW Hockey registration fees **IN FULL**, and **PRIOR TO** participating in SW Hockey evaluations.

12.10.1 Registration Change & Refund Request

If a participant changes their registration package from 'Community' to 'Elite' tryouts, and a refund is required; the non-refundable administration fee will be applied. Refund requests must be submitted as per the SW Hockey Withdrawal Process. For details on withdrawing and refunds, refer to **SECTION 12.8 & SECTION 12.9**.



12.10.2 Elite Refunds

It is the **MEMBER's** responsibility to advise the Registrar that their child will be playing Elite hockey for the current season. Refer to **SECTION 12.8** with regards to the withdrawal process.

If a member changes their participants' registration package from 'Community' to 'Elite' Tryouts, and a refund is required; the non-refundable admin fee will be applied.

13.0 INSURANCE

13.1 Accident Insurance (Coaches & Participants)

Accident Insurance for coaches and participants of all age categories shall be obtained through Hockey Canada as part of the registration process with Hockey Calgary. This insurance will only be available to those participants and coaches listed on the Official Roster of each team submitted and approved by Hockey Calgary.

13.2 Board of Director Insurance

Southwest Hockey Association provides Director and Officer Liability coverage, while acting on behalf of the SW Hockey Association.

13.3 Hockey Canada Insurance

Hockey Canada is strictly a supplemental insurer. If you have access to any other insurance, you must pursue it through them first. Hockey Canada may cover those costs not covered by your primary insurance to their policy limits.

An Injury Report Form; **must be submitted directly to Hockey Alberta within 90 days** of the injury and completed in its entirety or the form will be returned. These Injury Report Forms can be requested through your Team Manager or the SW Hockey Administrator.

Hockey Canada and each of the Branches of which Hockey Canada is comprised is specifically named as an insured, and all sub-associations, leagues and teams which form a part of Hockey Canada. Coverage includes any officer, director, employee, coach, volunteer worker, instructor, referee or member of a committee, while acting within the scope of his/her duties.

It includes members of any teams, leagues, Branch teams, division teams, national teams or international teams **provided all are registered** with or affiliated with Hockey Canada.

13.3.1 "Safety Requires Teamwork"

Hockey Canada has constructed a National Insurance Program which is called: "**Safety Requires Teamwork**". To review the information contained in the **Hockey Canada Insurance Program**, copy this link to your browser: <https://www.hockeycanada.ca/en-ca/hockey-programs/safety/essentials/downloads>



13.4 Sanctioned Events

These events take place within clearly defined parameters set out by your Branch and its constituents. These can include association, team and league scheduled practices, games, evaluations/tryouts, and related activities. These activities, which would qualify as “normal” hockey programming – all fall within the scope of regular day-to-day operations of a Minor Hockey Association, and do not require specific sanctioning authority.

13.5 Special Event Sanctions

Program extensions such as; team activities, dry-land training camps, exhibition games and tournaments, **ALL** require specific sanctioning; as per Hockey Calgary’s **Special Event Sanction Form**. Special Event Sanction information can be found on the Hockey Calgary website.

Failure to submit a ‘Special Event Sanction Form’, **and receive approval** will result in the activity not being covered by insurance, and may also result in disciplinary action against the Head Coach.

There are also times when activities fall outside of what is considered to be normal programming. It is important that members check with their Minor Hockey Association if planning an event outside of ‘normal programming’ such as; fundraising and team social events; as these events may be deemed as ‘high risk’, where insurance coverage would not apply.

As an example; any teams planning to hold event(s) such as “participant vs. parent games”, are to ensure that all participants are aware that there is **no insurance coverage for any of the participants**, regardless if they are listed on the Official Hockey Canada Roster.

Waiver Forms to be filled out by **each** participant. Waiver Forms can be requested via the Administrator at: admin@southwesthockey.ca Southwest Hockey accepts no responsibility for these games, or any resulting injuries.

13.6 Specialty Skills Coaches (‘Third Party’)

Teams may procure the occasional services of specialty skills coaches to aid in optional skill development; with the following requirements:

- Any **Invited Volunteer Coach** **MUST** be a registered coach or participant of SW Hockey, and is therefore covered under Hockey Canada’s Insurance; detailed in **SECTION 11**.
- Any **Invited Paid Coach** **MUST** be a professional service provider and carry their own insurance coverage as these events may fall outside of normal programming.
- It will be the **team’s responsibility** to obtain Proof of Insurance (POI) **PRIOR** to the 3rd Party provider providing any services. Contact the Administrator for the coverage amounts required.

14.0 PARTICIPANT EVALUATIONS & PLACEMENTS

14.1 Evaluation Guidelines Document

The “Evaluation Guidelines”, is a separate document which shall;



- Provide a breakdown of the procedures and standards for conducting the evaluations.
- **Provide further information, and will be updated on a continual basis, of which any changes will have been approved by the SWH Board of Directors.**
- Be made available on the SW Hockey website for review.
- Be maintained by the Evaluation Committee; chaired by the Director of Evaluations.

14.2 Coordination of Evaluations

All participants will be evaluated to ensure that they have an opportunity to demonstrate their abilities, and skills in order to assign a participant to a team comprised of other participants with similar skills and abilities. The number of evaluation sessions shall be sufficient to adequately assess the participants skill level relative to that of other participants in the same age category.

Participant evaluations shall be held for each age category prior to the selection of teams for each season. These evaluations shall be coordinated by the Director of Evaluations, who reports to the SW Hockey Board. In absence of having a Director of Evaluations, the Assistant Director of Evaluations will coordinate the evaluations and report to the SW Hockey Board. All final team placements must be approved by the Director of Evaluations, upon the conclusion of evaluations.

14.3 Communications

During evaluations, Board Members and the general membership (parents / guardians); shall follow the proper lines of communication and direct all suggestions, opinions and concerns to their respective Evaluation Lead(s).

The Evaluation Leads & Assistants are responsible for responding in a timely fashion and if required, will follow up with the Director and/or Assistant Director of Evaluations and/or the SW Hockey Board.

14.4 Member Behaviour – During Evaluations

Should there be disrespectful, improper or unbecoming behaviour specifically during evaluations; the member may be suspended for up to 30-days, upon notice by the Director of Evaluations, Assistant Director of Evaluations and Vice President On-Ice.

- No appeal will be permitted.
- Suspended member will not be permitted in the arena for the duration of the suspension; regardless of timing that the suspension was issued.
 - Meaning if a member is suspended on September 30th, the suspension will carry through till October 30th; due to their unbecoming behaviour, unless otherwise adjusted by the Vice President On-Ice.

14.5 Attendance – Player / Goalie Movement

Southwest Hockey has an Attendance Policy in place; refer to **SECTION 16**. In the event that any age category has an excess of player(s) / goalie(s) in relation to the number of teams being created; absences may be reviewed when determining movement of such player(s) / goalie(s).



14.6 Excess Player Movement – Due to Team and Roster Sizes

Circumstances may arise where there is an excess number of registered participants within an age group resulting in Southwest Hockey being unable to accommodate all participants. SW Hockey will try and help participant(s) find a placement with another association.

The Excess Player Movement / Seasonal Movement Process will follow the process outlined in the Evaluation Guidelines document.

14.7 Evaluation Appeal Process

The Evaluation Appeal Process is in regards to a particular participant, and places the burden on the Participant or Parent/Guardian making the appeal; to explain to the Committee the appropriate reasons for the appeal.

Advancing an appeal does not entitle the Participant, Parent / Guardian access to all of the information from evaluations. Should there be a hearing, the Appeal Committee will use that information at its sole discretion.

Appeals will be considered by the Appeal Committee and the President to determine if a hearing is required; as long as the Evaluation Appeal Process has been followed. If a hearing is not required this decision will be communicated.

The Evaluation Appeal Process will follow the procedures which have been outlined, and approved by the SW Hockey Board of Directors, in the Evaluation Guidelines document.

15.0 VOLUNTEER BOND PROGRAM

Southwest Hockey is a **VOLUNTEER based organization**. The purpose of implementing a Volunteer Bond Program (VB) is to ensure we have enough volunteers available for the operation and overall, **SUCCESS** of SW Hockey.

Our Associations' success is heavily dependent on our membership; where **EVERY** family should be committed to supporting the Association for the betterment of all our athletes. Please understand that our Association **strongly requests** your **SERVICE**, to help spread out the workload that it takes to run a successful Association.

It is a MEMBER'S responsibility to ensure they fulfill their volunteer obligation **AND** report their credits to the Association. For further information about the Credit Reporting Process, refer to **SECTION 15.15**

NOTE: There is also an FAQ that can be found on the SW Hockey website regarding further explanations about the Volunteer Bond Program.

15.1 Timeline

Volunteer Bonds can be fulfilled between **June 1st and March 31st**.



If volunteers are required outside of these dates; the event(s) and/or role(s) will have approval from the Board of Directors and will be handled on a case-by-case basis. Any pre-approved volunteering that occurs in April or May will go towards the Volunteer Bond for the upcoming hockey season.

15.2 Volunteer Bond Amount & Late Fee

15.2.1 Volunteer Bond Amount

This is determined annually by the Board of Directors. For the current season Volunteer Bond amount, refer to the SW Hockey website.

15.2.2 Volunteer Bond Late Fee

In the event the Volunteer Bond is not completed (either through dollars or service) **by March 31st**, then in addition to the Volunteer Bond Amount, there will be a Late Fee charged. This amount is as approved by the Board, and is available upon request.

The member will also be placed as a 'Member Not in Good Standing', and will have their Hockey Canada account blocked from any future registrations until the matter has been cleared up.

15.3 Agreement Forms & Postdated Cheques

Effective the 2022-2023 season, the Agreement Form will be acknowledged during the registration process, and a postdated cheque will no longer be required.

Agreement Forms are a members' confirmation that they will ensure that:

- 1) Their family meets the Volunteer Bond commitment **PRIOR** to the end of the season.
- 2) They complete all shifts, positions, roles etc., that they sign up for.
- 3) Credits are reported as per the SW Hockey Policies and Procedures.
- 4) They will also help and support their team(s) so there is sufficient volunteer coverage on their team(s) throughout the season.
- 5) Should they fail to submit completed credits by the deadline, or fail to obtain the minimum credits required; they will be invoiced accordingly, by the conclusion of the season.

15.3.1 "Split-Family's"

Where there may be a "split-family"; any Parent / Guardian who completes and acknowledges the Volunteer Bond Agreement Form, is recognizing that this program is a requirement of registration.

Meaning that regardless of who signs the Volunteer Bond Agreement at the time of registration; is acknowledging the Volunteer Bond obligation in order to avoid any penalties, and for the Members' account to remain in good standing.



15.4 Community and/or House League Program

The Volunteer Bond is **PER season – PER family**

The Volunteer Bond is compulsory to **BOTH** the SW Hockey Community Program **AND** the House League Program, and must be fulfilled by completing the required credits according to the program(s) your participant(s) have registered for.

Failure to complete the Volunteer Bond without an approved exemption; as per **SECTION 15.10**, the VB would then be owed, as described within these SW Hockey Policies and Procedures.

NOTE: Families with children **in both programs** (Community & House League), **will be required to** fulfill the Volunteer Bond for the **Community Hockey Program ONLY**.

Families registered only in the House League Program may volunteer **for any** Association Approved Role within the entire Association, in order to fulfill their bond. House League families are not restricted to volunteering within the House League Program only.

15.5 Credit Requirements & Bonus Opportunity

Community League (U7 to U18)	A minimum of four (4) Credits are required to be fulfilled, per family.
House League (HL)	A minimum of two (2) Credits are required to be fulfilled, per family.

NOTE: If a HL family also have participant(s) registered in the U7 to U18 Community League; refer to **SECTION 15.4** for volunteering requirements.

15.5.1 Partial Credits / Partial Payment

The Volunteer Bond will **NOT** be split between partial credits worked, and applying a partial monetary payment. Partial payment and/or partial credits will not be amalgamated.

15.5.2 ‘Bonus’ Opportunity

There are a limited number of ‘1st come Bonus Opportunities’ available to families to fulfill their bond. ‘Bonus Opportunity’ only includes shifts pertaining to pre-season Prep Camps, Pathway Skates, and Evaluations.

Dates for the Bonus Opportunity will be communicated on the SW Hockey website.

If a family completes two (2) credits during the Bonus Opportunity, the Association will honour this involvement by verifying that the volunteer bond obligation would be considered complete. Meaning that as a ‘bonus’, the family would not be required to complete the other two (2) Association credits.

If a family only completes one (1) credit during the Bonus Opportunity, they will be required to complete the other three (3) credits prior to the end of season deadline.

IMPORTANT: Refer to **SECTION 15.8** with regards to continued team obligations.



15.5.3 Coach Volunteer Bond Expectations

Coach Applicants who have completed the two (2) credits for the Coach Evaluation Expectations, and are not selected to fill a position on an Official Team Roster; the two (2) credits would fulfill the family Volunteer Bond commitment.

15.6 Communications

The Director and/or Assistant Director of Volunteers will send out four (4) scheduled notifications to families who have outstanding Volunteer Bonds. These courtesy notifications will be sent in/around; November 15th, December 15th and January 15th, and February 15th.

Although these reminders are being sent, the responsibility ultimately ***remains the members' responsibility to ensure their Volunteer Bond is reported / completed by applicable by the deadlines.***

15.6.1 Missed Communications

Email is SW Hockey's #1 form of communication; therefore, **it is a member's responsibility to ensure there is correct contact information on file with the Association.**

Due to the Volunteer Bond content being available on the SW Hockey website, as well as communicated through registration; missed communications are not an excuse for an incomplete bond. Members must be proactive when it comes to fulfilling this requirement of registration.

Refer to **SECTION 4.0** of the Policies and Procedures regarding further details about communications.

15.7 Association Approved Roles

Members can find Association Approved Roles, and their job descriptions in **APPENDIX A** and **APPENDIX B** of these Policies & Procedures.

Roles include, but are not limited to: Board of Directors, Coordinators, Leads, Team Level Operations, Evaluations, Association Fundraising, Hockey Calgary, and **MANY** other credit positions.

Additional opportunities may be added throughout the season, as deemed necessary, and as approved by the SW Hockey Board.

15.8 Team Level Obligations

Although a Members' Association Volunteer Bond may be completed, as per the Commitment Contract that was acknowledged at the time of registration, **Members still have an obligation to their kids' team(s) and MUST STILL actively contribute** at the team level ensuring the team workload is shared, and that TeamOps responsibilities have been covered; regardless of their family Volunteer Bond status.



15.9 Reassigning a Volunteer Bond

While it is preferred that the parent/guardian of each Minor Hockey participant perform their own Volunteer Bond; families can also complete their bond **with prior approval of the Director of Volunteers** by:

- 1) Appointing another responsible adult to perform their volunteer duties.
- 2) Having U15 / U18 participants contribute to their family Volunteer Bond requirement.

If a member reassigns another person and/or has a U15/U18 participant perform their bond – **without prior-approval**, this action may not meet the requirement of completion for their family Volunteer Bond obligation. These situations will be addressed on a case-by-case basis.

15.10 Extenuating Circumstances and Exemptions

Southwest Hockey acknowledges that extenuating circumstances may arise.

If a member is unable to complete their bond due to extenuating circumstances and believes that a modification or exemption is warranted, the Member may, **by no later than November 30**, submit a request for special consideration, with supporting reasons, to the Director of Volunteers for review.

The Director of Volunteers, in consultation with the Vice President Off-Ice will consider all requests on a case-by-case basis, follow up with the member as necessary, and render a decision in writing.

15.11 Opting Out

Members will not be permitted to opt-out of the Volunteer Bond Program until January 15th.

If after January 15th, the member chooses to opt out, they **MUST** email the Director of Volunteers requesting to opt-out. The Director of Volunteers will then provide the method(s) of which the bond can be paid.

If a family chooses to opt out after January 15th, then they volunteer in an 'Approved Role', they **WILL NOT** be eligible for a refund. Families must be 100% sure about opting out **BEFORE** requesting this option

NOTE: Should Members choose to opt out of the Association Volunteer Bond Program, this DOES NOT exempt them from ensuring their team has sufficient volunteer coverage on their team(s) throughout the season. Hockey is a TEAM sport, and as such; requires engagement from all families.

15.12 Requesting an Extension

If an Association Approved opportunity presents itself between February 15th and March 31st of the current season, the **MEMBER MUST** request an extension by emailing the Director of Volunteers of their intentions of volunteering between February 15th and March 31st, **PRIOR** to the February 15th deadline.



The members' Volunteer Bond status will then be considered **PENDING**, and the Volunteer Bond Fee will only be applied to the member's account if the member does not complete their obligation between February 15th and March 31st.

15.13 Cancellation Requirements (AGLC & General)

15.13.1 AGLC (Casino / Raffles) Cancellation Obligation

A **minimum of 7-days** notice is required when canceling an AGLC obligation.

AGLC Fundraisers are an essential source of revenue for the Association and insufficient volunteer staffing can jeopardize the relationship that SW Hockey has with the AGLC, and future applications could be declined.

15.13.2 General Cancellation Obligation

A **minimum of 72-hours** notice is required when a member cancels a non-AGLC obligation.

Volunteers cancelling with insufficient notice puts additional hardships on other volunteers who would be required to cover the cancelled shifts. Therefore, applying penalties is a means to ensure volunteers take ownership of their volunteering duties.

15.14 Repercussions

15.14.1 Neglected Tasks (Team Operations, Welcome Table, Dressing Room)

If a member neglected and did not complete tasks in the role they signed up for; then at the discretion of the Director of Volunteers; and in consultation with the Vice President Off-Ice, this Member may be removed from the position for the balance of the season and the Member would either need to fulfill the Volunteer Bond in another manner, or they will be at risk of having to pay the Volunteer Bond Fee.

15.14.2 No Shows

Attendance, where applicable will be recorded and reviewed by the Director and/or the Assistant Director of Volunteers; where unattended (no-show) shifts will be documented and recorded; with repercussions being applied accordingly.

15.14.3 General Obligations

If a member cancels less than 72-hours notice, the member who needs to cancel **MUST**:

- a) Find a replacement **AND** notify the Director of Volunteers of this replacement.
- b) If there is no replacement volunteer to cover this obligation, then a penalty towards the total number of credits required for the season will be applied.

If a member cancels with insufficient notice; there will be **a minimum of one (1)** additional credit applied to their applicable family Volunteer Bond requirement.



15.14.4 AGLC Obligations (Casino / Raffles)

The rules, guidelines and expectations set forth by the AGLC, and Southwest Hockey must be followed at all times. Deviating and/or violating the rules, guidelines and expectations for these event(s) jeopardizes SW Hockey's standing with the AGLC.

Therefore, if a member cancels, with less than 7-days notice the member who cancels will immediately have the Volunteer Bond Fee applied to their member account regardless of the family's current or upcoming volunteer position(s). There will be no refund or credit.

If a member violated rules, guidelines and/or expectations of AGLC, they will immediately have the Volunteer Bond Fee applied to their member account; with no refund or credit to next season. The member may also face additional disciplinary action; as deemed necessary by the Board of Directors.

15.15 Credit Reporting / Volunteer Bond Completion

It is up to **EACH FAMILY** to ensure they have reported their Volunteer Bond credits **BEFORE February 15th** to the Director and/or Assistant Director of Volunteers.

The Director and/or Assistant Director of Volunteers will review all submissions for accuracy; ensuring there is no falsified information, and that credits were completed through Association Approved roles.

Only after the credits have been reviewed by the Director of Volunteers, will the Volunteer Bond be considered fulfilled whereby families will not have the Volunteer Bond Fee applied to their member account.

NOTE: **Team Operation Roles (TeamOps)** will be reviewed / verified by **January 15th**. If it's found that the member has neglected their role, then as per **SECTION 15.14.1** the member could be at risk of the bond not being considered complete resulting in the Volunteer Bond Fee being applied to their member account.

15.15.1 Revoking Credits

At any point during the season, if it is found that a Volunteer Bond which was initially recorded as 'complete'; but in actuality was not completed; then upon review and consultation with the Vice President Off-Ice; the member may be removed from that position and their Volunteer Bond may be considered as incomplete.

Should this situation arise, the member would need to fulfill their bond in another capacity. Or, if there are no further opportunities available for bond completion; then the Volunteer Bond Fee would be applicable and applied to the Member account.

15.16 Falsified Submissions

Each Volunteer Bond will be reviewed by the Director and/or the Assistant Director of Volunteers. If suspected discrepancies are found, the Director and/or Assistant Director of Volunteers will bring the concern to both the Vice President Off-Ice and the Administrator to conduct a further review of the submission.



1) Member Submitted

Should it be found that the member did in fact submit falsified information, then regardless of when the falsified information was submitted; the member must complete **double the credit requirement**. If double the credit requirement is not, or cannot be met → then the Volunteer Bond would be paid in dollars, instead of service.

2) Person of Authority Submitted

Should it be found that the Volunteer Bond was falsified, by one of, but not limited to, any of the following 'persons of authority'; Director, Coordinator, Coach, Manager, or Assistant Manager; who authorized and/or confirmed the completion, they may also be penalized.

Based on the information received, the following repercussion(s) may be imposed:

- 1) Required to fulfill an additional one (1) credit, as per the Director of Volunteers.
- 2) Suspended for a minimum of two (2) games; to be served at the next sanctioned game (exhibition game would not count towards suspensions served).
 - a) A suspended person is not permitted in the arena or adjoining building to the arena while they are under suspension. The use of any or all communication devices cannot be used between any suspended coach, non-player team official, spectator, or player and the team is prohibited.

15.17 Volunteer Bond Credit Memos, Refunds and/or Discrepancies

15.17.1 Credit Memo

If a VB late fee was applied to a members' account as a result of **the family** not reporting their Volunteer Bond Credits by the deadline, then a Credit Memo **may** be issued to next season's registration. This Credit Memo may be subject to an administrative fee. *A refund of the Volunteer Bond will **not** be given.*

If a Credit Memo is going to be applied, the Director of Volunteers must notify the Registrar.

If your child does not register for the upcoming season in order for the credit memo to be applied, a refund of the Volunteer Bond (*minus any fees*), **would only occur AFTER August 15th**, of the upcoming registration season.

15.17.2 Refunds

The Board, in the event of extenuating circumstances, **may** review situations on a case-by-case basis, and make decisions based on the information provided.

15.17.3 Volunteer Bond Discrepancies

Up to March 15th: In the event there are discrepancies with the Volunteer Bond, the SW Hockey Member will have until March 15th to bring forward their perceived discrepancies.



The Director of Volunteers will then address/resolve within 7-days. If there were no discrepancies found, the Volunteer Bond will remain due by March 31st. If the Member does not pay the Volunteer Bond by this date, the Volunteer Bond Late Fee will also be applied and the Member will become a Member Not in Good Standing.

After March 15th: Any perceived discrepancies found by the member after March 15th, **will not** be addressed. The amount owing for the Volunteer Bond will need to be cleared by March 31st to avoid the Volunteer Bond Late Fee. In order to complete registration for the upcoming season, and to avoid becoming a Member Not in Good Standing, the Volunteer Bond would need to be cleared. Registration late fees will also apply, if applicable.

15.18 Membership Status – Outstanding Volunteer Bond

This is a mandatory program; and as such, Southwest Hockey reserves the right to carry forward outstanding balance(s) for families who did not meet the requirements of the Volunteer Bond, by the end of the season. Families who have not fulfilled the requirements of the VB Program would be defined as 'Members Not in Good Standing'. Refer to **SECTION 3.0**

Should a member's account change to "Member Not in Good Standing"; the following will occur:

- 1) The outstanding Volunteer Bond Fee will be applied to the member/family account, along with any applicable late fees.
- 2) The member / family Hockey Canada account will be blocked from any future registrations until the outstanding Volunteer Bond and any applicable late fee has been cleared.
- 3) No transfer requests will be approved.
- 4) No further participation in any SW Hockey events.

15.19 Withdrawal from Southwest Hockey

If a family officially withdraws from Southwest Hockey, through the online Withdrawal Form, for any reason during the season the Registrar will notify the Director of Volunteers of this withdrawal. The family will then not be required to complete the Volunteer Bond if at the time of withdrawing the bond had not yet been completed.

If a family has not officially notified the Association that they are no longer participating; the Volunteer Bond requirement may still be applicable and would be reviewed on a case-by-case basis.

16.0 ATTENDANCE POLICY

Southwest Hockey recognizes that regular participation in practices **AND** games is integral to the development of our hockey participants, and the success of our hockey program.

Hockey is a TEAM sport that requires **every** participant to perform together as part of that **TEAM**.

NOTE: This policy is meant to help support the process for absent participants. All conduct concerns are to go through the Game and Conduct process – **SECTION 36.0**



16.1 Excused and Unexcused Absences

Absenteeism in team-based sports can negatively affect the team overall. Therefore, when going over any matters concerning a high percent of absences, **BOTH excused AND unexcused absences will be reviewed.**

16.1.1 Excused Absences

The following will be noted as an 'Excused Absence' when **PRIOR notice was given** for reasons such as, but not limited to;

Injuries	Medical / Sickness	Suspensions	School
Affiliations	Job	Family Matters	

16.1.2 Unexcused Absences

The following will be noted as an 'Unexcused Absence':

No Shows	Less than 48-hours-notice	Holidays
Not attending practices if suspended, unless otherwise directed.		

16.2 Communicating Absences

Non-communications can negatively affect the Coaches' practice and game planning. Therefore, ALL families are expected to communicate absences as outlined below.

Parent Expectations & Team Rules were acknowledged at the time of registration stating that a **MINIMUM of 48-hours'** notice is required when communicating **ALL** absences.

Southwest Hockey also realizes that life happens and same day illnesses, injuries or other unexpected events can occur where same day notice may be required. **However**, should 'same day notices' continually repeat themselves, the Head Coach may request a meeting with the family to discuss the matter.

Families should inform the following people of all absences for; League Games, Practices, Tournaments and Exhibition Games: Head Coach & Assistant Coach (Attendance Tracker)

Parent(s) / Legal Guardian(s) of:

- **U7 to U13 Participants** → Are expected to communicate absences to the Head Coach and Assistant Coach (Attendance Tracker), **AND** keep their TeamSnap attendance updated.
- **U15 & U18 Participants** → For these age divisions, **participants** are encouraged to communicate their OWN absences to the Head Coach, Assistant Coach (Attendance Tracker), **AND** to also keep their TeamSnap attendance updated.
 - **HOWEVER**, it will ultimately be the responsibility of Parent(s)/Legal Guardian(s) to ensure the communications have taken place.



16.3 Commitment Expectations – Participants

In the event that a participant has missed more than 40% of games and practice in any given calendar month for reasons deemed as unexcused – the participant may have their overall game playing time adjusted; until the family has improved their attendance where they are no longer over the 40% threshold.

16.4 Practice Commitment

Ideally participants will attend practices 100% of the time. While the Association understands that this is not always possible, participants are expected to attend all team practices that ARE IMMEDIATELY PRIOR TO ANY GAME, unless that absence is an Excused absence and the participant is not currently over the 40% threshold.

- Participants who miss a practice that is scheduled before a game miss out on important game preparations from the Coaches.
- Missing practices prior to any game may result in loss of playing time for that game, to be decided at the Head Coach's discretion; based on the reason for the absence, and the amount of notice provided, and the frequency of missed practices without an excused absence prior to games.
- Should there be a situation where “back-to-back” games are scheduled, the participant must have attended the most recent practice that preceded those games.
 - **Example:** Practice Wednesday, Game Friday and Game Saturday; the participant must have attended the Wednesday practice to not affect playing time for the Friday and Saturday games.

16.5 Playing Time - Games

The Association does provide leeway to Head Coaches to adjust playing time as appropriate, and according to the Age Division of the team.

Coaches will strive to provide fair playing time amongst all participants, subject to participants attending practices on a **REGULAR** basis, and as per **SECTION 16.3 & SECTION 16.4**.

If participants do not attend on a regular basis, they should not expect ‘fair playing time’, compared to the participants who do attend on a regular basis. This includes the review of **BOTH** excused **AND** unexcused absences; for all games and practices.

16.5.1 Communicating Adjusted Playing Time

Early in the season; and preferably during the Parent Meeting, Head Coaches should communicate how playing time may be adjusted based on poor attendance and the Attendance Policy.

Adjusted playing time is to be communicated to the participant / families in advance of the game where the participant will be receiving modified playing time. Should coaches need any guidance, they can contact the Director / Assistant Director of Coaches.

- Coaches are expected to be reasonable **and consistent** when determining the adjusted amount of playing time.



- Adjusted playing time should not be made out of anger, spur of the moment or to embarrass participants.

IMPORTANT: When a Coach is limiting playing time of any participant outside of the parameters mentioned for game play situational decisions; restrictions of ice due to breaches in game play and team codes of conduct – must inform the Director and Assistant Director of Coaches and the Director at Large #1 in advance of the game.

16.6 Tracking Attendance

One (1) of the Assistant Coaches will be responsible for tracking attendance; for the duration of the season. There will be an Excel spreadsheet (called: “**Attendance Matters**”); provided via Google Docs by the Administrator. **This spreadsheet will be the only spreadsheet used to maintain and track attendance on a monthly basis.**

16.6.1 Monthly Reporting

The Assistant Coach (Attendance Tracker) must enter the attendance data into the Google Doc for the current month **within five (5) days following the last day of the month.** If there are any concerns, meetings and/or resolutions that occurred with any participants during the month, the Assistant Coach (Attendance Tracker) must also include those details on the specific tab within the Google Doc labelled ‘Meeting’. The Administrator and Division Lead are also to be notified of concerns, meetings and/or resolutions via email.

16.6.2 Final (End of Season) Reporting

Once the Assistant Coach (Attendance Tracker) have entered the final attendance data, the Administrator will update the Google Doc with participants whose absences were greater than 40%.

16.7 Excessive Absences

Coaches should be showing interest & care as to why a participant is missing from their team. **Therefore, to ensure situations are addressed as soon as possible, every effort should be made by the Head Coach and Assistant Coach (Attendance Tracker) to follow up with ALL absences AS THEY OCCUR.**

Participants must maintain a minimum monthly attendance of 60% or greater for games **AND** practices, or the following actions and consequences will apply:

16.7.1 Team Level Meeting

In any given month where a participant exceeds 40% absences, including **BOTH** excused **AND** unexcused, the Assistant Coach (Attendance Tracker) is to inform the Head Coach.

Depending on the reasons why a participant has missed more than 40%, there may not be a need for any further action. However, regardless of the reasons provided, there **MUST** be a note added in the Google Doc on the designated ‘Meeting’ tab.



If the Head Coach determines that a meeting is needed with the family, then the following should happen:

- As an 'off-ice' task, the Head Coach can request that the Team Manager assist with setting up the date, time and location of the meeting with the family.
- The meeting should be held with the following people in attendance: Head Coach, Assistant Coach (Attendance Tracker), Team Manager, Division Lead, the participant and Parent(s) / Legal Guardian(s).
- The meeting will discuss the absences and what **mutual steps** could be taken to rectify the high absent rate, in order to agree on a resolution. The Team Manager should record notes/minutes during the meeting, using the **Team Meeting Attendance Form** found on the website under **TeamOps > Assistant Coach >**
- Following the meeting, the Assistant Coach (Attendance Tracker) should make the SW Hockey Administrator aware of the meeting; and the meeting notes taken during the meeting are to be added in the Google Doc on the designated 'Meeting' tab.
- **If further concerns arise following the meeting where absent rates are again high, then the Division Lead for applicable age category should be contacted; whereby the Association can become involved and issue attendance suspensions should the situation be warranted.**

16.7.2 End of Season: Association Level Consequences

Participants who have absences from practices and games (League, Exhibition, and Tournaments) that **exceeded 40% for the season**, will have **BOTH** excused **AND** unexcused absences reviewed on a case-by-case basis.

Participants whose absences exceeded 40% for the season may be ineligible to register with SW Hockey in the following year.

For participants who failed to meet the SW Hockey Attendance Policy, the Administrator will send official letters to the families whose absences were greater than 40%, indicating that they are currently a "Member Not in Good Standing", as per the SW Hockey Policies and Procedures **SECTION 3.1**, and the Registrar will 'block' registration for the upcoming season until there is an Attendance Reinstatement Meeting held; as per **SECTION 16.8**.

Also, in the event there is "Excess Player Movement", or "Excess Goalie Movement" during evaluations, all absences from the prior season can be reviewed when determining movement.

16.8 Attendance Reinstatement

Parents or Legal Guardians may apply to be reinstated if changes in their personal situation have occurred; which would allow acceptable attendance levels in the coming season to occur.

In order to be considered for reinstatement as a "Member in Good Standing", the Parents / Legal Guardians would contact the Administrator at: admin@southwesthockey.ca to begin the process.

NOTE: In cases of shared custody, exceptions may be applied on a case-by-case basis.

16.8.1 Reinstatement Process



1) **Attendance Committee**

This meeting is to be held with a minimum of two (2) of the following SW Hockey Board; Vice President On-Ice, Director of Coaches, Assistant Director of Coaches, Director at Large or Division Lead.

2) **Booking a Meeting**

It is the family's responsibility to contact SW Hockey with ample time in order to hold a meeting **PRIOR** to the registration late fee date

If the family does not initiate this meeting in adequate time, in relation to the late fee penalty date, they will be responsible for any registration late fee penalty per participant.

Any registrations that may have been submitted as a 'Member Not in Good Standing', are considered as incomplete due to the member's status with Southwest Hockey.

If a family misses the meeting without notice, the family will be ineligible to register for the upcoming season.

3) **Meeting Agenda**

The family will be given the opportunity to discuss their high absent rate, and why they should be reinstated to a "Member in Good Standing".

Once the Attendance Committee has discussed the absences with the family, they will convene and determine at their sole discretion if the family will be permitted to register for the upcoming season.

4) **Reinstatement Period & Acknowledgement Letter**

If the Attendance Committee determines at their sole discretion to allow the family to register, they will complete the **Reinstatement Acknowledgement Letter** with the family. By signing this letter, the family agrees to adhere to the Attendance Policy for the upcoming season.

As per the Hockey Calgary Regular Season start date for League Games, if the Attendance Policy has not been adhered to up to that date, and the participant is again in excess of 40% absences, then the Attendance Committee will convene a meeting with the family where the participant will be placed on suspension as deemed appropriate, unless the Attendance Committee determines at its sole discretion that the circumstances warrant an alternate approach, on a case-by-case basis.

17.0 COACHES

17.1 HCR Spordle Account

All prospective Coaches must have a verified HCR Spordle Account **before** they can register in TeamSnap. Details to set up this account can be found on the website under the Coach Corner tab.



Attaining, Retaining & Purpose of an HCR ID

- Coaches **will only have one (1) account** in the HCR database, under their **LEGAL** name.
- **Coaches should always have their HCR ID # on hand, and available!**
- Future registrations and certification courses **REQUIRE the Coach's HCR ID #**.
- HCR profiles will contain all applicable historical information on their; playing, officiating, coaching, and qualifications.
- **New Coaches** → Follow the steps outlined on the website to attain an HCR ID #.
- **Returning Coaches** → Were already provided their HCR ID # previously by the Registrar.

17.2 Coach Registration

Prospective Coaches will be required to complete the following:

- 1) Register in TeamSnap.
- 2) Book an interview, if applicable.
- 3) Complete an application outlining their experience, and qualifications of coaching.

NOTE: For the detailed step-by-step process and requirements, refer to the Coaches Corner tab on the website. **Failure to complete this entirely may impact the selection process.**

17.3 Independent Coach

Independent Coaches (non-guardian / non-parent) may be considered in certain circumstances (e.g. Tier 1, Tier 2 teams) or as decided on by the SW Board of Directors.

17.3.1 Volunteer Coach Agreement

SW occasionally enters into a Volunteer Coach Agreement with an independent person. The agreement will outline the expectations for both parties and would be open for acceptance by a predetermined deadline.

The Agreement should be signed by both parties no later than September 30.

17.3.2 Requirements

All potential 'Independent Coaches' **must** supply a resume with references, in order to be interviewed.

Selected 'Independent Coaches' will be required to have a valid Police Information Check (PIC), and any required certifications as per SWH Policies & Procedures, by the set deadlines.

17.3.3 Reimbursement

Specific details regarding any reimbursements would be outlined in the Volunteer Coach Agreement.



17.3.4 Team Expenses

In the event that the team is required to budget expenses for Independent / Non-Parent Coach(es), the team **must be notified no later than the 2nd week of October** of the current season, so the team can budget accordingly.

17.4 Coach Mentor Program

Southwest Hockey participates in the Coach Mentor Program, as endorsed by Hockey Calgary and Hockey Canada. The Director of Coaches may select and assign Coach Mentors according to where their certifications meet the age division requirements.

17.5 Coach Selection

One of the most rewarding experiences in minor hockey is to facilitate the development of young hockey players as their Coach.

The purpose of the Coach Selection Policy is to provide fair, transparent and consistent selection of coaches from a set of candidates. The following applies to Coach Selection:

- For one (1) season only.
- Coach applicants may not be awarded a coaching position due to results from season Coach Feedback (member surveys), suspensions or from previous behaviour that is not consistent with the Fair Play Code of Ethics.
- All coach candidates must reapply each season to be considered for selection.
- Selection is based on their training, knowledge and experience; against an established set of coach qualification criteria.

17.5.1 Coach Selection Committee

The Coach Selection Committee will consist of the following positions; President, Vice President On-Ice, Director of Coaches, Assistant Director of Coaches and Director of Evaluations.

17.5.2 Coach Selection Process

- 1) The Registrar uploads the list of potential coaches to the Google drive which is available to the Director of Coaches and the Committee.
- 2) From the list provided, the Coach Selection Committee will review coaching feedback (member surveys) from previous season(s) and summarize the results; listing the acceptable Head Coaches and Assistant Coaches for the upcoming season.
- 3) A list of potential coaches for each age category is to be prepared just prior to the final round of skater evaluations for each age level. The Director of Coaches in consultation with the Committee will identify potential Head Coaches and Assistant Coaches.



- 4) Head Coaches for each team, in each age category, are to be selected after final evaluations are completed, with the exception of 'Independent Coaches'.
 - a) **'Independent Coaches'** may be selected prior to the commencement of evaluations; provided they have met the criteria to date.
- 5) Suitable names and experience of applicants who were not chosen for the Head Coach positions will be provided to the Head Coach who was selected for the team. The Head Coach, in consultation with the Director of Coaches, will choose the Assistant Coaches for their team.

NOTE: For the detailed step-by-step process and requirements, refer to the Coaches tab on the website. **Failure to complete this this process in its entirety may impact the selection process.**

17.6 Volunteer Bond Expectations

In a situation where all things are equal during the Coach Selection Process preference will be given to coaches who have completed their 2-credits during evaluations.

These 2-credits can only be fulfilled during evaluations, as outlined in the link provided by the Director of Coaches and/or Assistant Director of Coaches.

If a Coach completed their two (2) credits for the Coach Evaluation Expectations, and are not selected to fill a position on an Official Team Roster; the two (2) credits would fulfill their family Volunteer Bond commitment. For additional Volunteer Bond information, refer to **SECTION 15.0**

17.7 Certifications

FOR INSURANCE PURPOSES → INDIVIDUALS ARE NOT PERMITTED ON THE ICE or BENCH, UNLESS THEY ARE ON AN OFFICIAL HOCKEY CANADA ROSTER

Coaches in **ALL** age categories require specific certification and **MUST** obtain the required certifications as outlined by SW Hockey – **by the required deadlines.**

It is a coach's responsibility to ensure they are fully certified in order to be added to an Official Hockey Canada Roster, and thereby permitted on the ice and bench. More information about certifications can be found on the Southwest website under the Coaches Corner tab.

17.7.1 Requirements - Immediate

In order to be officially added to their teams' roster, which provides Coaches with insurance coverage, Coaches who have been selected **MUST meet FOUR (4) IMMEDIATE REQUIREMENTS → ALL of which are available ONLINE:**

- TeamSnap Registration
- Respect in Sport – Activity Leader
- Hockey Canada Safety Program – Level 1
- Valid PIC or proof one has been submitted



17.7.2 Requirements – NOVEMBER 15th Deadline (Hockey Canada Mandated)

The November 15th deadline applies to:

- Hockey Canada Coach 1 (U7 & U9)
- Hockey Alberta Coach 1 – Intro to Hockey
- Hockey Canada Coach 2 (U11 to U18)
- Hockey Alberta Coach 2 – Minor Leagues
- Hockey Canada Skills – Checking
- Hockey Alberta Intro to Principles of Checking Skills

Coaches **must register** for these certifications and they are **ONLY AVAILABLE from September to November 15th**.

17.7.3 Additional Southwest Hockey Team Certification Requirements

U7 & U9 – A **MINIMUM** of two (2) Assistant Coaches **MUST** complete, and are required to carry the Coach Level 1 certification.

U11 to U18 – A **MINIMUM** of one (1) Assistant Coach **MUST** complete, and is required to carry **BOTH** Coach Level 2 and Checking certifications.

17.8 Police Information Check (PIC)

To help provide a safe environment for our participants; SW Hockey requires ALL coaches and assistant coaches to complete **and pass** a mandatory Police Information Check (PIC), in order to be officially registered on a team roster.

17.8.1 Valid

A PIC is valid for three (3) seasons. All PIC's will start in the season for which the letter of results is dated, and will expire at the end of the 3rd season. A record of the PIC will be maintained on the coaches file through the Hockey Canada database.

17.8.2 Cost

There is **no cost** for the coach to complete a PIC; **AS LONG AS** the coach uses the SW Hockey process. If there is a need for fingerprinting, or other further follow up by Calgary Police Service (CPS) etc., those additional expenses are solely the coach's responsibility.

17.8.3 PIC Committee

All meetings of the designated SW Hockey PIC Committee will be held "in camera".

Meaning; No Association members or public at large can be present and no information from the meetings shall be discussed or presented at any Board of Director's Meetings. It is extremely important that any information concerning a PIC that has returned results be kept confidential. The designated PIC Committee will be made up of the Director of Coaches, Assistant Director of Coaches, Vice President On-Ice and President. **All Committee members must be invited and a minimum of three (3) of the committee members must be in attendance to review any Police Information Check.**



17.8.4 PIC Process – Coach to Complete

To complete a PIC through SW at no cost; Coaches require a “voucher” from the SW Registrar. Vouchers are only issued to Coaches who have completed the TeamSnap Coach Registration.

NOTE: If a coach has a PIC from another agency **which is less than 3 years old**, and includes the Vulnerable Sector Search – the coach can submit that PIC to the SW Registrar and that PIC will be used from the date it was issued.

The Calgary Police Service (CPS) introduced a new system as of the 2023/2024 season. Full procedures on how to complete a PIC can be found on our website.

Highlights of the new process are;

- 1) **SW Registrar will issue a PIC Voucher to the Coach through the CPS system;**
 - **The Coach will receive the email from:** _PoliceSolutions.ca -Calgary Police Service- Record Check
 - **The subject line will read:** Southwest Hockey Association invites you to apply for your Police Information Check w/VS for Volunteer.
- 2) **The CPS system only holds final results for ***60 days***!**
 - It’s extremely important that Coaches download their results **BEFORE** they expire.
 - If a copy is not download, the coach will need to start the process over again.
 - There is **NO WAY** to recover expired results!
- 3) **Coaches must provide their FINAL RESULTS LETTER to the Registrar!**
 - SW Hockey does **NOT** receive the results any other way.



If coaches do not complete ALL PIC requirements, INCLUDING the sharing of the final letter from CPS to the SW Hockey Registrar, they WILL NOT be reimbursed for ANY coaching certifications.

17.8.5 PIC Results – Process for Consideration

A PIC that comes back with any results will be reviewed as per the procedures below.

PIC with a result that is <u>OLDER</u> than 5 years	Will not need further review unless the result(s) falls under any of the offenses noted in SECTION 17.8.5.1(1) ; in which results are deemed for immediate / permanent suspension / removal from the team roster
PIC with a result that is <u>LESS THAN</u> 5 years	Must be presented to the Director of Coaches and Assistant Director of Coaches within three (3) days of receiving the notification for review as per SECTION 17.8.5.1 .



17.8.5.1

Guidelines for Acceptance: Guidelines for acceptance of a coaching application, or the continuation of a coaching position shall be determined by the following:

- 1) **Immediate / Permanent Suspension:** The Coach would receive an immediate permanent suspension and removed from the team roster when one (1) or more of the following offences is presented:

Violent crime, of any kind	Pedophile or sexual crime, of any kind
Sexual or Physical abuse, of any kind	Any crime or offence that the PIC Committee or Board of Directors deems to place a participant, coach, parent or the Association at risk.

- 2) **Continuation of Coaching:** A continuation of coaching may occur with a completed **PIC Action Form**, when one (1) of the following offences is presented:

Impaired driving	Fraud or embezzlement
Any crime/offence the PIC Committee or Board of Directors deems not to place a participant, coach, parent or the Association at risk.	

17.8.5.2

PIC Action Form

If a PIC is received in which a meeting is deemed to be required, the Director of Coaches or the Assistant Director of Coaches will call a meeting with the PIC Committee.

When a meeting is held, a “**PIC Action Form**” must be filled out and the **completed form** must be scanned to the Registrar **before** a coach can be added to the team roster.

All copies of the “PIC Action Form” are to be held by the Registrar.

17.9 Incomplete Certifications

Head Coaches who have not completed the required certifications by the deadline **are not** permitted to continue in this position. A review of the team level certification requirements would determine what the available options are, for possibly remaining on the roster.

If necessary, a replacement coach **who does hold** the required certifications may need to be added to the roster **to ensure the TEAM remains eligible**, and properly certified by the required deadlines.

Effective immediately – Due to insurance reasons, a coach who is removed from the Official Roster for not having the required certification(s), **is no longer permitted on the ice OR bench**.



17.10 Orientation / Coach Meetings

Each season once evaluations have reached their conclusion and coaches are selected, the Director of Coaches, will host a 'Coaches Meeting'. This orientation meeting will be held for all coaches and Division Leads with regards to the Policies and Procedures. This is **mandatory for ALL Head Coaches** to attend this meeting.

17.11 Reimbursement

Head Coaches and Assistant Coaches **who are registered on the Hockey Canada Official Roster for the current season**, are eligible to request a reimbursement, and will be reimbursed 100% of the fees associated with completed, approved and required/applicable certifications.

Reimbursement Process

1. Only **applicable** and **completed** certifications will be considered for approval & reimbursement.
 - a. **Applicable Certifications** → Are the required certifications for the specific Age Division that the coach is rostered to.
 - b. **Completed Certifications** → Means that for any certifications which have two (2) parts, **BOTH** Part 1 and Part 2 certifications (e.g. online & classroom) must be completed, and therefore the coach is 'certified', in order to submit a reimbursement.
2. Submit the **Reimbursement Form**, by the required deadline. The form contains the submission requirements, and can be found on the Coaches tab on the website.

NEW

To submit a reimbursement, the Coach must have a valid PIC on file.

17.12 Coach Feedback

Members are invited to complete an online survey on all rostered coaches for their team(s). The feedback on the coaches can be reviewed by the Director of Coaches, Assistant Director of Coaches, the Vice President On-Ice and President.

A summary of the Coach Feedback will be prepared by the Director and/or Assistant Director of Coaches. Feedback may be provided to Head Coaches that request, in writing; on or before May 1st of the current season. Discussion with the individual coaches will be at the discretion of the Director of Coaches.

NOTE: At the discretion of the Director of Coaches; mid-season Coach Feedback surveys may also be sent to Members.

18.0 TEAM MANAGERS

All teams are to have **ONE** Team Manager, who should be **highly organized** and **fully committed** to the team. Team Managers are directly accountable to the Head Coach; who shall be responsible for delegating specific duties. In general, Team Managers should assume responsibility for most of the "off-ice"



organizational and administrative tasks; thus, allowing the Head Coach to concentrate on the instruction and participant development.

18.1 Selection

Team Managers are to be selected at the start of the season by the Head Coach, who may consult with the Assistant Coach(es) and parent(s) / guardian(s).

Team Managers **should NOT be related** to anyone on the coaching staff; as the Team Manager should be representing as a non-bias liaison between the coaching staff and the parents/guardians.

- Should a situation arise where no other volunteers step forward for the Team Manager position (other than a “related” volunteer), **PRIOR approval MUST be received from the Director of Coaches** in order for a “related” volunteer to take on this role.
- In the event that there is a “related” Team Manager, a team meeting may also be required in order to discuss this scenario, and the processes that would be followed in the event of any conflicts that arise during the season. This meeting would be led by the Director of Coaches, Assistant Director of Coaches, and may include the Division Lead for that age category.

18.2 Resources

Many resources are available to Team Managers. Team Managers should review information, documents and links once taking on the role. In addition to these Policies & Procedures, there are many resources available on the SW Hockey website, under the TeamOps tab:
www.southwesthockey.ca

19.0 TEAM RULES & EXPECTATIONS

19.1 Overview

Effective the 2023-2024 season, “**Expectations: Parent Code Team Rules**” will be acknowledged during the registration process. Included within the Expectations: Parent Code Team Rules, are progressive consequences due to inappropriate behaviour; to which **coaches may use** in consultation with the Director of Coaches, Assistant Director of Coaches, and as required, with the Southwest Hockey Game and Conduct Committee.

- If any Team Rules are violated, the progressive consequences that are communicated in the “Expectations: Parent Code Team Rules” would be upheld, along with any other discipline measures that may be required through the SW Hockey Policies & Procedures and/or the governing bodies of SW Hockey.
- Progressive consequences may include a reduction in playing time, up to and including possible suspension(s) and expulsion from SW Hockey.
- At first indication of a need for behavioural intervention for any participant, it is greatly advised that Team Officials begin to document the issue(s) and/or incident(s) in the event that further action is required as per the Game and Conduct Communication Tree.



20.0 TEAM CAPTAINS AND ASSISTANT CAPTAINS

U7 & U9	There will be <u>NO</u> captains or assistant captain(s) in U7, or U9.
U11	There will be <u>NO full-time</u> captains or assistant captain(s) in the U11 age category. If a team decides to utilize the 'C' and/or 'A'; the Head Coach <u>will be required to rotate the 'C' and 'A' among participants</u> , over the course of the season.
U13, U15 & U18	The final selection of the captain and/or assistant captain(s) is the responsibility of the coaching staff. The coaching staff has the option to make the captain and assistant captain(s) full-time. It must be determined <u>at the beginning of the season</u> if the 'C' and/or 'A' will be permanent or if it will be rotating.

20.1 **Selection Criteria (U13, U15 & U18)**

When determining a captain and assistant(s), the following selection criteria should be considered:

- Good role model for teammates (hardworking, skilled etc.).
- Good communicator (comfortable talking to participants, officials and coaches).
- Well-respected by coaches.
- Good knowledge of the Rules and Regulations; as they are representing the team on-ice.
- Should **NOT** be a popularity vote; however, recognize that this is an asset if the participant is well-liked and respected by teammates.

The coaching staff should take sufficient time to identify the participant(s) that meet the above criteria during games and practices to reduce the possibility of having to remove a participant as a captain or assistant captain later in the season.

20.2 **Suspending or Removing**

Any captain or assistant captain who becomes suspended by Hockey Calgary for **verbally abusing an official, or for any Maltreatment outcomes; will lose the privilege of being the captain or assistant Captain IMMEDIATELY, and for the balance of the season**. The coaching staff must then review the selection process again in order to select a replacement.

If at any point during the season, the Head Coach decides that a participant should no longer be the captain or assistant captain, the Head Coach **MUST FIRST** contact, the Director of Coaches or the Assistant Director of Coaches **PRIOR** to implementing the decision. The Head Coach **MUST** include **ALL** reasons for the removal of the 'C' and/or 'A'.

- If the Director / Assistant Director of Coaches **IS in agreement**, the Head Coach can proceed with setting up a meeting with that player explaining the reasoning(s).
- If the Director / Assistant Director of Coaches **is NOT in agreement** with the Head Coach regarding the reasons for removal; the participant will not be immediately stripped of the 'C' or 'A' and rather a mutually agreed to follow-up meeting should occur to re-evaluate the participant.

20.3 **Appliques – 'C's' and 'A's'**

Refer to **SECTION 33.0** with regards to applying the "C's" and "A's" to game jerseys.



21.0 OFFICIAL HOCKEY CANADA TEAM ROSTERS

All SW Hockey teams will be registered in HCR and submitted to Hockey Calgary by their respective age category deadline, and in accordance to the current Rules and Regulations surrounding the submission of team rosters; as per Hockey Canada, Hockey Alberta and Hockey Calgary.

A copy of the Official Hockey Canada Team Roster **MUST** be available “on the bench” at all times. Any SW Hockey Board Member, Hockey Calgary Official, or On-Ice Official may request to see the roster at any time.

Failure to produce the Official Hockey Canada Team Roster may result in game forfeiture or coach suspension. Teams that do not provide the verified copy of the Official Hockey Canada Team Roster may be subject to discipline at the SW Hockey Boards’ discretion.

21.1 Bench Staff – Sanctioned Games

ONLY individuals listed on the Official Team Roster are permitted to be on the bench during sanctioned games.

Any coach who is required to be on the bench of another team **MUST** have the Director of Coaches and/or the Assistant Director of Coaches **PRIOR approval**, as well as **PRIOR approval** from the Hockey Calgary League Chair.

Game Sheet Requirement → Once the coach has been approved, they **MUST ALSO** be listed on the game sheet for that game.

21.2 Process

- 1) The SW Hockey Registrar will compile information for the **pending** Official Hockey Canada Team Rosters and will forward the rosters along with instructions to the Director of Coaches, and Administrator.
- 2) The Director of Coaches will then forward a copy of the pending rosters and instructions to the respective Head Coaches to review for accuracy.
- 3) The Administrator will also forward a copy of the pending rosters and instructions to the Team Managers of the respective teams to review for accuracy.
- 4) Affiliated participants will be added to the Official Hockey Canada Team Roster by the SW Hockey Registrar **AFTER** the affiliations have been approved **BY Hockey Calgary**. **ALL** affiliate participants for each team **MUST** be listed on the Official Hockey Canada Team Roster **PRIOR** to using any affiliates. Affiliated participants cannot be removed.
- 5) **AFTER** Hockey Calgary has given **final** approval, the SW Hockey Registrar will send the final Official Hockey Canada Team Rosters to the Director of Coaches and Administrator for distribution to the respective teams.



22.0 AFFILIATION POLICY

The affiliation process will follow the Hockey Calgary Rules and Regulations. Teams are **NOT** permitted to affiliate participants from just any team, **and must follow** the affiliation guidelines as per Hockey Calgary. Coaches, and members are encouraged to review these guidelines to ensure proper procedures are followed.

Using an affiliate can **ONLY** happen **AFTER** an affiliate participant **HAS BEEN ADDED** to the Official Hockey Canada Team Roster, by the SW Hockey Registrar.

22.1 Body Checking Teams

Participants affiliated from a Non-Body Checking to a Body-Checking team have already received parental approval if they are added to your teams' roster. The Association has also verified that they have participated in a checking clinic.

22.2 Affiliation Flow Chart

The following chart is for **ILLUSTRATIVE PURPOSES ONLY** (& subject to change pending any governing body update), and demonstrates the general connection between teams. Affiliations will always follow the current Rules & Regulations.

U18				
BC - TIER 1				
BC - TIER 2	U15			
BC - TIER 3	BC - TIER 1			
NBC - TIER 1	BC - TIER 2	U13		
NBC - TIER 2	BC - TIER 3	TIER 1	U11	
NBC - TIER 3	NBC - TIER 1	TIER 2	AA	
	NBC - TIER 2	TIER 3	TIER 1	U9
	NBC - TIER 3	TIER 4	TIER 2	TIER 1
	NBC - TIER 4	TIER 5	TIER 3	TIER 2
		TIER 6	TIER 4	TIER 3
			TIER 5	TIER 4

22.3 Team Requesting an Affiliate

Affiliates can NOT replace participants who are serving suspensions, and Coaches can **NOT** call up an Affiliate to replace any 'released participant(s)' listed on your roster.

Head Coach of the higher-tiered team **MUST contact the Head Coach** of the affiliate's regular team to obtain permission to use their participant as an affiliate for all practices and games. When requesting the use of affiliates, **the Association expects ALL COACHES to cooperate**, to ensure the affiliation process can be **FULLY** utilized.

Affiliate participants are NOT to be contacted directly until permission is obtained from their Head Coach. Then there must also be confirmation that the affiliate **IS WILLING** to participate.

NOTE: In cases where the coaches disagree on the requirement for affiliates, the Director of Coaches is to be contacted to facilitate a resolution in accordance with this Policy.



22.4 Affiliation Game Limits

Game limits will follow Hockey Calgary Rules and Regulations. These may be updated each season; therefore, members are encouraged to review the [Hockey Calgary Rules & Regulations](#) for accuracy.

IMPORTANT: If an affiliate goes over the max allowable games; the affiliate becomes ineligible for BOTH their primary registered team AND the affiliated team.

22.5 Team Schedules & Process to Request Use of Affiliate

Southwest Hockey has established a policy to address how the affiliation regulations will be interpreted; specifically, **when the schedules of the higher tiered team and lower tiered team's conflict.**

Scenario	Affiliate Usage
Team schedules do not conflict	Full utilization of affiliations to fill vacancies is recommended.
'Lower Tier' Team is Practicing & 'Higher Tier' Team has a Game	Full utilization of affiliations to fill vacancies is recommended. With the 'lower tiered' team drawing participants from their affiliate list to fill gaps in their practice, if needed.
BOTH Teams have games, and the schedule directly conflicts	When there is a game schedule conflict, the following will apply: <ul style="list-style-type: none"> - 1 Participant Missing – NO affiliation permitted. - 2 Participants Missing – ONE affiliate permitted. - 3 Participants Missing – TWO affiliates permitted. - 4 Participants Missing – THREE affiliates permitted The 'lower tiered' team can then utilize this same process, and go to their affiliate team to have spots covered on their team.

22.6 Substitute Goaltender

If a team requires a 'Substitute Goaltender', in an 'emergency' situation; Hockey Calgary may allow; during any scheduled exhibition, league, tournament or provincial game; the use of a goaltender from another hockey team of an equal or lower division or category; if medical evidence or extenuating circumstances as determined by the HCAL Age Category Governor, show that a replacement goaltender is required by the hockey team concerned.

The Substitute Goaltender process can be found at this link:

<https://www.hockeycalgary.ca/operations/policies>

Permission MUST be obtained from your Hockey Calgary Governor PRIOR to proceeding.

22.7 U7 & House League Affiliations

There will be **NO** affiliations allowed within the U7 / Initiation age category, or in House League. There will also be **NO** affiliations allowed from U7 / Initiation up to the U9 category.



23.0 DEVELOPMENT PROGRAM

Southwest Hockey aims to have an integrated approach when it comes to developing our athletes. The SW Board of Directors reviews this program on a yearly basis and details will be communicated to Head Coaches and Team Managers at the start of the season.

24.0 EXHIBITION AND TOURNAMENT GAMES

All exhibition games are organized by the individual teams, and beginning with the 2013/2014 season, **ALL** exhibition games **MUST** be sanctioned through Hockey Calgary. When teams submit the online form, communications are handled through automatic email notifications.

For current exhibition game guidelines, also refer to the Hockey Calgary website and/or via the Team Manager login; under the Resource tab.

Officials are to be paid **in cash PRIOR** to the game beginning. Team Managers can refer to the Team Manager login; via the Hockey Calgary website for further details.

24.1 Considerations

Southwest Hockey encourages teams to participate in exhibition and tournament play; **provided it does not place excessive time commitments OR financial burden on participants and their families.**

When participants partake in a tournament, in particular 'out-of-town tournaments', they are the responsibility of the coaching staff at all times – while the participant is without parent(s) / guardian(s) supervision.

24.2 Sanctioning

Team Managers and Head Coaches need to consult the Hockey Calgary rules that govern the process with regards to properly sanctioning exhibition and/or tournament game(s) AND teams **MUST** receive permission from their Hockey Calgary League Chairperson **PRIOR** to all exhibition games; as part of their sanctioning (approval).

All games played outside of Zone 9 require a 'Travel Permit' as per the Rules and Regulations of Hockey Calgary. Failure to obtain and carry a Travel Permit while traveling may result in coach suspension. Travel Permit information is available through the sanctioning process.

There is a minimum number of hours that are required to request a sanction for an exhibition game. This requirement is noted in the HCAL (Manager login) Resource tab.

24.3 Season Game Limits

Teams MUST be aware of their game limits for their age category. Game limits can be found in the Hockey Calgary Rules and Regulations, via their website: <https://www.hockeycalgary.ca/>. If game limits are exceeded, coach suspensions can occur.



25.0 OFFICIAL GAME REPORT – GAME SHEETS

25.1 Allotment of Game Sheets

Southwest Hockey will provide each team with enough game sheets for their **LEAGUE HOME** games. Teams are responsible to purchasing additional sheets for exhibition and tournament games; in which game sheets are not already provided for (or if they are the hosting team).

The allotment of game sheets will be distributed at the Team Manager Meeting in early October, and additional game sheets can be purchased through the SW Hockey Administrator. For current cost and pick up details, email: admin@southwesthockey.ca

25.2 Game Sheet Responsibilities

The **HOME** team provides the game sheet, which **MUST** be filled out **COMPLETELY** and **SIGNED by the Head Coach, PRIOR** to the game commencing.

If the Head Coach is not available that game, then an Assistant Coach may sign the game sheet. **Team Managers are NOT to sign game sheets.**

The **HOME** Team Manager, **regardless of win, loss or tie; MUST** follow the procedure as outlined by Hockey Calgary with regards to how game results are to be reported and entered online.

25.3 Game Sheet Notations

The following notations **MUST** be indicated on each game sheet copy, for **EVERY** game:

- **Captains & Assistant Captains:** Indicate with either a 'C' or an 'A' next to their name.
- **Affiliated Participants:** Indicate with an 'AP' next to their name.
- **Suspensions:** Participants OR Coaches who are serving suspension(s). Must be indicated with **SUS 1 of 1, SUS 1 of 2, SUS 2 of 2 etc.** next to their name.
- **Absent Participants / Coaches:** Are to be crossed off the game sheet / sticker if they are not present for that game.

ALL game sheet notations must be completed **PRIOR** to the game Official signing the game sheet, and **MUST** be noted on **ALL** copies of the game sheet; as teams typically use game stickers.

26.0 SAFETY

The safety of all participants is a focus of SW Hockey. Every coach on the roster is required to have a Safety certification. All teams will be supplied with a First Aid Kit. This First Aid kit is to be available at all team activities and a First Aid response (EAP) should be established. All teams of SW Hockey are:

- To apply safety concepts to all on-ice and off-ice activities.
- To conform to the equipment requirements as indicated in the playing rules of Hockey Calgary.
- Not permitted on the ice without a registered coach, coach mentor or other SW Hockey insured person.
- To have at least one (1) coach in attendance for all team activities, who should have the accredited safety/first aid training.



26.1 Mouth Guards

As per the Hockey Calgary Rules and Regulations, the use of a mouth guard is mandatory for all players except goaltenders from U9 to U21. Coaches **MUST** therefore ensure participants use mouth guards as per the Hockey Calgary Rules and Regulations, or the participant is **NOT** permitted to practice or play in games. If the participant(s) are caught not wearing their mouth guard; then the Head Coach can be suspended for one (1) game by the Association.

As per Hockey Calgary, “if a team continues to disregard this regulation additional sanctions may be put in place for that team”.

26.2 Medical Forms

All registered participants **MUST** have a current medical form on file; as per the Hockey Canada Safety Program for insurance coverage purposes. All medical forms will be collected by the Team Manager at the start of the season and then returned to the families at the end of the season, or destroyed. The medical form can be found on the SW Hockey website, or by contacting the Administrator at: admin@southwesthockey.ca

26.3 Emergency Action Plan (EAP)

It is recommended that all teams have an Emergency Action Plan (EAP) in place; which identifies three (3) individuals with specific responsibilities, as follows:

Assignment	EAP Task	
Person #1	Responds to the injury on the ice.	This would be a registered coach on the roster with Safety training.
Person #2	If required, would call 911.	Would serve as the initial contact for the EMS response team in order to direct them to the injured participant.
Person #3	Obtain the Medical Form of the participant & provide to EMS.	This would be the Team Manager or Coach, as the Medical Forms should be at every game

27.0 RETURN TO PLAY

Southwest Hockey wants to reduce the number of injuries by minimizing the occurrences of participants partaking in games or practices when they are not ‘Return / Fit to Play’, due to an illness or injury. All injuries are of concern and participants should not play injured. Extreme caution should be used especially around any concussion or suspected head injury.

In an ideal world, every Minor Hockey team would have a qualified Trainer to assess participants and make determinations when it is unsafe for them to play. This is not currently feasible in Minor Hockey. Therefore, since coaches are required to have their Safety Certification, SW Hockey is empowering its Head Coaches to make determinations using their best judgement; as to whether a participant is allowed to play in a game or a practice. In the event that the Head Coach is not in attendance, this decision would go to the next Assistant Coach “in-charge” – running / leading the game or practice.



“When in doubt ~ Sit them Out” → Err on the side of caution.

The **“Return to Play Guide”**, is a separate document and shall be approved by the Board; which will:

- Provide additional links, forms and information; which will be updated on a continual basis.
- Be made available on the SW Hockey website for review.
- Provide a breakdown of the procedures and standards for initiating Return to Play.

Coaches & Managers – Should review this policy and Team Managers should have a copy in their binder.

28.0 DRESSING ROOM POLICY

The Dressing Room Supervision Policy is applicable to **ALL** age categories within SW Hockey, which are also as per Hockey Calgary Rules & Regulations.

28.1 Team Officials (Head & Assistant Coaches)

Team Officials are ultimately responsible for the safety and welfare of their participants at all times during any sanctioned event.

This includes while participants are changing in the dressing rooms BOTH prior to, AND AFTER all on-ice activities. It is also the responsibility of all Team Officials to instruct participants regarding this Policy to ensure participants are complying with it.

28.2 Supervision - “Rule of Two” / “2-Deep”

The Head Coach will be responsible to ensure there is AT LEAST one (1), preferably two (2) responsible adults monitoring the team dressing room BEFORE and AFTER each ice time.

These adults may be any Team Official or adult selected by the Head Coach or Team Manager; however, order of preference would be:

- **Adult Option #1 (preferred) – Team Officials: Head Coaches / Assistant Coaches**
- **Adult Option #2 – Team Manager**
- **Adult Option #3 – Team Parent**

28.3 Responsibility & Consequences

Adults must be present **IN** the dressing rooms, **OR IMMEDIATELY OUTSIDE** the dressing room **with the door propped open** to monitor the environment and ensure it is free of any discrimination, harassment, bullying, or other forms of maltreatment.

Failure to comply with this supervision may result in the suspension of the Head Coach for a period of at least one (1) game. Any adult found complicit with undesirable activity will be suspended for a period of at least one (1) year.



28.4 Re-entering Dressing Rooms

Participants should not be permitted back in the dressing room during games or practices except in cases of injury, game misconduct/ejection or equipment malfunction.

In these cases, two (2) members of the coaching staff will accompany the participant in the dressing room. In the event of injury, the participants' parent(s) / guardian(s) will be permitted in the dressing room.

28.5 Etiquette

To provide a safe and comfortable dressing room environment with proper supervision for participants, and coaches. Limiting the number of people in these areas aims to avoid accidents and overcrowding.

While SW Hockey understands that family and friends are excited and happy about getting their children onto the ice, there are safety and other considerations that must be kept in mind with regards to dressing rooms.

Southwest Hockey encourages parents to teach their participant(s) as young as possible – how to get dressed in their equipment, so participants will learn as early as possible; how to dress independently.

Time spent in the dressing room with just the participants and coaches is critical bonding time for the team, and the presence of others can distract from this opportunity.

28.5.1 Space limitations (U7, U9 & U11)

There are often space limitations with many arena dressing rooms, which can result in dressing rooms becoming very crowded and noisy. Environments such as this can create situations where the coaches cannot control what is going on.

Southwest Hockey kindly requests that families **HELP** each other out, which means that one (1) family individual could perhaps assist two (2) to three (3) participants – further minimizing the number of people in the dressing room.

In order to support a safe and as comfortable environment for everyone, families must comply with the following:

- 1) **U7 / U9 / U11** – Only the participant and **ONE** (1) family member are allowed in the dressing room, unless previously discussed with the Head Coach.
- 2) **U7 & U9** – Participants tend to arrive at the arena half-dressed or mostly dressed in their hockey gear – possibly only needing to put on their skates, helmets and gloves at the rink; thereby limiting the time that a family member needs to be in the dressing room.
- 3) Once the participant is dressed, and their skates are tied, the family member is to leave the dressing room – There is no “hanging out” in the dressing room. Family members can wait / watch the team from the lobby, or spectator / viewing area.



- 4) Participants should be dressed and ready to go on the ice a **MINIMUM** of 15-minutes prior to the start of the ice time, unless otherwise indicated by the Head Coach. This time allows bonding time and team communications to happen between the participants and coaches.
- 5) Finally, please leave, bulky items; such as, but not limited to; strollers, outside the dressing room.

28.6 Multiple Teams on the Ice (U7 & U9)

If there are more than two (2) teams scheduled on the ice for a game in the age categories of U7 and/or U9, then **BOTH SW Hockey teams will utilize the SAME dressing room, while the visiting team will utilize the other dressing room.** This arrangement then supports the SW Hockey teams further getting to know each other, and in the event that hockey equipment is mixed up between the hockey bags, gaining the equipment back should be more manageable.

28.7 U13, U15 & U18

Unless otherwise requested by the coaching staff, **NO** parent(s) / guardian(s) are permitted in the dressing room for the age categories of U13, U15 and U18.

28.8 Minimum Attire Rule / Alternate Dressing Room

“Hockey Canada firmly believes in accommodating genders in our great game. We further believe in balancing this goal with the safety, privacy, modesty and wishes of ALL our members without compromising the aspects of camaraderie, social integration and bonding inherent in a team sport. This policy attempts to meet all these goals while providing a safe and respectful environment for the participants.”

To provide choice, promote inclusion and to respect the privacy of all participants, Hockey Calgary requires all participants to wear ‘minimum attire’ in the dressing room 30-minutes before and 15-minutes after a scheduled ice time.

NOTE: Coaches can work with their individual team to alter the times for ‘Base Layer’ requirements, based on the age category and level of play. Any changes should be in writing and must be accepted by all participants.

28.8.1 U7 / U9 / U11

All participants in the age categories of U11 and below will have access to a ‘common dressing room’ pre and post ice time providing that the athletes have a ‘base layer’ on at all times. A participant not arriving at the rink wearing a base layer can use an appropriate space (restroom, empty dressing room) to change into the base layer and then enter the team dressing room with the other participants.

NOTE A ‘base layer’ is any clothing that covers the ‘genital/private’ areas including underwear, shorts, shirt etc.



28.8.2 U13 & Older

The following will apply in all team environments:

- 1) **Participants on a SINGLE-GENDER identity &/or gender expression team:**
 - a) Participants are permitted to change without restrictions in the 'team' dressing room up until 30-minutes prior to the scheduled ice time.
 - b) 30-minutes prior to the scheduled ice time, all participants must be in a base layer.
 - c) Participants not comfortable with changing in an open dressing room environment can arrive 30-minutes or less prior to the ice time in their base layer or can change into their base layer in an appropriate private space, before entering the team dressing room.
 - d) At the conclusion of the ice time, all participants will congregate in the 'team' dressing room for the 'Team Talk'. After the Team Talk, participants cannot change to below their base layer for 15-minutes.

- 2) **Participants on a MULTI-GENDER identity &/or gender expression team:**
 - a) The more represented gender is permitted to change without restrictions in the 'team' dressing room up until 30-minutes prior to the scheduled ice time.
 - b) 30-minutes prior to the scheduled ice time all participants must be in a base layer.
 - c) The lesser represented gender is required to change in an alternate room, if available, up to a minimum of their base layer and then they are permitted to enter the 'team' dressing room 30-minutes prior to the ice time.
 - d) Participants of either gender not comfortable with changing in an open dressing room environment can arrive 30-minutes or less prior to the ice time in their base layer or can change into their base layer in an appropriate private space, before entering the team dressing room.
 - e) At the conclusion of the ice time, all participants will congregate in the 'team' dressing room for the 'Team Talk'. After the Team Talk participants of the 'lesser represented gender' will have 15-minutes to vacate the 'team' dressing room. Participants are not permitted to change to below their base layer during this time.

28.8.3 Alternate Dressing Room

This is referred to as 'spaces beyond dressing rooms', such as but not limited to; a multi-purpose room, & single-unit washroom.

Hockey Canada also recognizes the physical limitations of some facilities and encourages our members to work with local facility management to ensure that appropriate changing facilities are available for participant genders.

Team Managers **AND** families requiring a separate change room will work **cohesively**, ensuring a room and key is obtained for the participant.

This also means that the family who requires the separate change room **MUST** arrive on time, by the minimum time required by the coach for all games and practices.



29.0 Electronic Device Policy

29.1 Overview

Technology advancements have allowed Smart Phones, tablets, etc., to enable functions such as cameras – that allow users to photograph others without their knowledge. The ability to take pictures without others knowing has raised significant safety concerns for members of SW Hockey. The potential exists for negative behaviour by electronic device users; such as photographing others in various stages of undress within the dressing room environment.

29.2 Electronic Devices

Electronic devices include, but not limited to: Smart Phones, tablets, cameras, or other personal electronic devices (personal video game devices, iPods, etc.).

29.3 Usage Prohibited

To avoid any potentially unethical, or improper situations / conduct: the use of any form of Smart Phone, tablet or personal electronic device is prohibited in or around any SW Hockey dressing room; before, during or after any official SW hockey sanctioned event.

29.4 Exceptions

Although the use of Electronic Devices is prohibited as stated above, the Association recognizes there are special circumstances where the use of an Electronic Device may be practical:

1. A team may choose to select one (1) or two (2) representatives to provide a device for playing music before games.
 - a. However, 'explicit music' in dressing rooms, hallways, participant benches, penalty box or on the ice will not be tolerated and may result in disciplinary action. Songs are considered to be explicit if they are labelled 'explicit' by the record company or streaming service.
2. It may be acceptable to take photographs or recordings in a locker room in such unique circumstances as a victory celebration, team party, etc., where **ALL** persons in the dressing room are appropriately dressed.
3. In the event of an emergency.

29.5 Repercussions

If someone uses a device in any inappropriate manner, including but not limited to; taking unacceptable picture(s) and/or video(s), viewing and/or sharing such inappropriate media, will be considered a violation of personal privacy and will not be tolerated by SW Hockey, which may result in a suspension as determined by the Game and Conduct Committee. Such actions may also warrant a criminal investigation. Considering the vulnerability of minors; any violation of this Policy by an adult shall result in an indefinite suspension pending a hearing with the Southwest Hockey Game and Conduct Committee to determine disciplinary action.



30.0 ARENA & PUBLIC BUILDINGS

30.1 Etiquette & Arrival Times

Southwest Hockey members **MUST RESPECT** the arenas and public buildings that you attend for games, practices, tournaments dry-land etc.

Team management is responsible for their own behaviour, as are parent(s) / guardian(s) and guests. The Head Coach is responsible for their participants, and their own behaviour.

As per Hockey Calgary, the following list of behaviours should be adhered to:

- **Respect Staff.** These people are paid to do a job. Disrespect or verbal abuse will **NOT** be tolerated.
- **Cleanliness.** Dressing rooms should be left in a similar state to where it was upon arrival. The last person leaving should ensure it is tidy.
- **Arrival Times.** Teams will not be granted access to dressing rooms more than 30-minutes prior to their ice time.
 - Coaches that want their teams to arrive earlier must advise participants to keep equipment outside the arena.
 - Equipment in hallways, blocking access to emergency exits is a safety violation, and will not be tolerated by the facilities.
 - Arrival times and dressing room access may be amended, as determined by the arena facility. The rules of the facility **MUST** be respected.
- **Warming-Up.** Lobbies, stairs and/or hallways are not to be used as warm-up areas. This is an insurance risk, and disrupts other users. Please have the team's warm-up outside, or in some cases arenas may have designated areas to utilize.
- **Departure.** Teams must **not** linger in the dressing room.
 - The team should be out of the room no longer than 30-minutes after their scheduled ice time.
- **No use of tobacco, vaping, cannabis, and/or alcohol in and around the dressing rooms.**

30.2 Damages – Dressing Room, Arena & Public Buildings

30.2.1 General

Upon arrival, coaches **MUST** report any damages, or untidiness observed in the dressing room from the previous team – **to the arena attendant immediately**. Otherwise, if this is not done, and the arena attendance finds the unreported damage, then the team who was last noted as being in the dressing room may be charged for the damages.

Coaches should also report any concerning conditions observed regarding the dressing room, bench or facility in general to the arena attendant by the end of their ice time.

30.2.2 Consequences

If SW Hockey is liable for any damages / charges (including but not limited to; clean-up, repair, replacement keys or lock re-keying), SW Hockey will forward these charges to the team involved.



Failure to reimburse SW Hockey in a timely manner for the charges incurred will result in ice sanctions or other penalties for the team responsible.

If it is found that there was unbecoming behaviour by any of the aforementioned, including disruptive behaviour, abusive language, physical altercations or vandalism in any arena, public building – a Disciplinary Committee Meeting may be held, and further actions may include any or all of the following:

- Payment for property damage.
- Suspension from participating in game play.
- Suspension from being a spectator at Minor Hockey game(s).
- Involvement of Police authorities if deemed necessary with possible pressing of charges.

31.0 PICTURE DAY

All teams are to participate in the Association team photos that are organized by SW Hockey each season.

31.1 Date & Process

Typically, the SW Hockey Picture Day will be scheduled on the Sunday **following** Thanksgiving. The confirmed date and process along with the schedule will be communicated through the Team Manager, and also posted to the SW Hockey website as soon as the information comes available.

31.2 Jerseys & Equipment (U7 to U18)

Southwest Hockey participants **MUST** wear the designated game jersey and socks of the Association. All other personal hockey equipment that is to be worn and excluded will be communicated via the website and Team Manager.

The color of the jersey to be worn on the SW Hockey Picture Day will be communicated to the Team Manager via the Administrator and information will also be posted to the SW Hockey website. 'Dark' and 'light' jerseys are alternated each season.

31.3 'SportsMate'

Each participant will receive one 'SportsMate'; which has been included in the cost of registration. No registration refunds will be made for participants who are not able to attend the photo session.

31.4 Coaches

Only the Head Coaches, and Assistant Coaches who are on the Official Hockey Canada Roster" will be photographed in the Association photo. **ALL** coaches are to wear a SW Hockey branded jacket. If a coach does not have a SW Hockey branded jacket, every effort will be made to have jackets available on Picture Day for the coach to wear for the photo. While this cannot be guaranteed, coaches should wear a black or navy jacket with no visible logos.



32.0 ICE SCHEDULING

32.1 Management and Assignment

The management and scheduling assignment of the following items shall be the responsibility of the Ice Scheduler, as required:

- Practices and League home games.
- Evaluations.
- Prep Camps.
- Tournaments (that are sanctioned by the Association).
- Special Programs (such as: checking clinics, goalie clinics, or other development clinics).

All matters concerning the management and assignment of ice should be directed to the Ice Scheduler at: ice@southwesthockey.ca

The Ice Scheduler will attempt to make an equitable allocation of ice times across all teams within the various age categories and will not give preference to one age category over another. By the end of the season, the Ice Scheduler will aim to schedule all teams according to the ice allocations as approved by the Board.

The Ice Scheduler, upon approval from the President and/or the Vice President On-Ice; will enter into ice rental agreements on behalf of the Association, as required; in order to secure adequate ice times for practices and games. Practice ice will be sourced from Community arenas, City of Calgary arena's and surrounding Rural arena's, in order to meet the aggregate needs of SW Hockey.

SW Hockey utilizes the OneClickIce Scheduling Software Program. This program assists with the scheduling of practices, adding Hockey Calgary games and assists teams with the managing of the 'trading' of their practices. Team Managers will be provided with a password and login, along with instructions at the beginning of the season.

Further details surrounding Ice Scheduling can be found in the standalone document on the SW Hockey website.

32.2 Schedule Windows – Hockey Calgary

U7 to U18 teams who would like to attend a tournament during the Regular Season (for U9 to U18), or during the U7 timeline as approved by Hockey Calgary, **MUST** submit a Schedule Window to Hockey Calgary. Schedule Windows are submitted online by the Team Manager with their Hockey Calgary login.

The deadline to submit a Schedule Window is determined by Hockey Calgary; and this is a 'hard deadline'. Requests after the deadline will be denied by Hockey Calgary. The number of Schedule Windows permitted will be determined by Hockey Calgary on an annual basis.

To ensure that teams are not scheduled practices during their Schedule Window, Team Managers MUST enter their approved Schedule Window dates into OCI.



32.3 Blackouts – SW Hockey

The SW Hockey “**Blackout**” is used when teams are attending tournaments during the ‘Seasonal Break’, ‘Winter Break’ and in March; as per the Hockey Calgary Important Dates calendar.

The Team Manager of the teams who are attending tournaments during this time period **MUST** enter the dates into OCI by the communicated deadlines.

32.3.1 Deadline / Repercussions

The deadline for submitting a **Blackout** to the Ice Scheduler will be determined yearly and communicated on the SW Hockey website and/or during the Team Manager Meeting.

Requests submitted after the deadline may not be accommodated, and will be determined on a on a case-by-case basis. **If a Blackout is denied, teams are STILL responsible for all assigned ice times and they MUST find a replacement team.** The ‘Return Ice Policy’ may be applied if deemed necessary.

32.4 U7 Games

32.4.1 Booking

Hockey Calgary may schedule a select number of League Games for U7. This decision will be communicated by Hockey Calgary prior to the start of each season.

For the U7 Age Category, teams can also book their own games; according to the Hockey Calgary limits and guidelines. These guidelines can be found in the Hockey Calgary U7 Manual on their website: www.hockeycalgary.ca

U7 teams are responsible for **ALL** assigned practice ice times. Therefore, teams **MUST** ensure they do not double book themselves. Practice slots that go unused may be charged to the team according to the SW Hockey “**Ice Return Policy**”.

If a U7 team is going to a tournament, they must ensure they have completed the Hockey Calgary Schedule Window, Hockey Calgary Sanction approval, and enter a SW Blackout as noted in **SECTION 31.2** and **SECTION 31.3**.

For further information surrounding scheduling, refer to the ‘standalone’ Ice Scheduling document that can be found on the SW Hockey website.

NOTE: Under no circumstances is a U7 team permitted to use full-ice for full-ice practices and practice slots will not be replaced due to games being scheduled.

32.4.2 Cross-ice & Half-ice Surfaces

Beginning the 2017/2018 season, a new Hockey Canada policy **mandates** that the Initiation-aged (U7) participants receive age-appropriate programming on cross-ice or half-ice surfaces. This will include **ALL** practices and games. With the new implementation by



Hockey Canada regarding the change in ice surface, **if teams schedule their own games**, the following will apply:

- 1) **ALL** games **MUST be properly sanctioned** via the Hockey Calgary online process. Team Managers can do this via their login access.
- 2) U7 teams can use scheduled practice slots to play games. Alternatively, teams can purchase additional ice for games with team funds.
- 3) **ALL** game maximums and processes **MUST** be followed. Coach suspensions may occur; as deemed necessary.
- 4) U7 teams are scheduled ½ ice practices. If U7 teams are organizing their own game, the Team Manager must arrange trades with other teams in order to achieve a full ice slot. When a team has a full-ice slot, the game is then played on half or cross-ice, with a 'split squad'. For specific rules on how the 'split squad' works, refer to the Hockey Calgary U7 Manual on their website.
 - a) Managers can utilize OCI for trading ½ ice practices, in order to gain a full ice slot for their game.

NOTE: Any discrepancies between the SW Hockey information and the Hockey Calgary information, the Hockey Calgary information will take precedence for league games that are scheduled. Any discrepancies should also be brought forward to the SW Hockey Ice Scheduler's attention.

32.5 Scheduling Guidelines

While there are no 'set rules' when scheduling, there are **guidelines** that Hockey Calgary uses when schedule League games. For consistency purposes, SW Hockey will also use these same guidelines when scheduling practices. **It is important to note that because these are guidelines, and are not 'set rules', teams or the Association may schedule outside of the posted guidelines** for activities such as; exhibition games, tournaments and practice times.

For further scheduling information including start time guidelines, refer to the **Ice Scheduling Guidelines**, which can be found on the SW Hockey website.

Age Category	Guideline – End Time
U7	Can finish as late as 7:30pm
U9	Can finish as late as 8:00pm
U11	Can finish as late as 8:45pm
U13	Can finish as late as 9:45pm (<i>on school nights</i>)
U15	Can finish as late as 10:15pm (<i>on school nights</i>)
U18	Can finish as late as 11:30pm



32.6 Arena Irregularities

Coaches and/or Team Managers should report any irregularities; such as, poor ice conditions, arena boards, improper cleaning, late arena openings, or double ice bookings, or general safety concerns to the Ice Scheduler so that the Association may address the problem(s) with the applicable arena personnel; as required.

32.7 Ice Return Policy

Financially, ice contracts are very important to the Association and priority must be to ensure that ice contracts are being utilized. Therefore, once schedules are posted, the Ice Scheduler will aim to not make changes to the master schedule; unless extenuating circumstances arise.

When it comes to teams wanting to return ice, this **MUST be a proactive measure, and NOT a last-minute reaction.**

- If your team is scheduled a practice and you don't want to use it → Team Managers **are required** to use the OneClickIce Scheduling Software Program (OCI) "Take/Give Tool", to assist with the 'releasing', 'trading' and 'taking' of practices.
- Team Managers will be provided with a username and password at the start of the season.
- If a team wants to return a scheduled practice, it is the teams' responsibility to post the ice through OCI in an effort to find a replacement team, **AND notify the Ice Scheduler.**

NOTE: Teams will remain responsible for their teams' ice times **UNTIL** it has been 'taken' by another team.

32.7.1 Consequences

If all attempts to finding a replacement team are unsuccessful, the team has two choices:

- Keep the allotted time and 'ice' a reasonable number of participants; or
- Reimburse the Association for the cost of the burned ice time.

If a team **fails** to post the available ice time in OCI and does not notify the Ice Scheduler in advance of the ice time that the team had no intention of using, the team may be penalized; as approved by the Vice President On-Ice.

- **Double** the cost of the ice time; due to a blatant disregard of the importance of ice contracts.

Facility Staff can report all unused ice ("no shows") to SW Hockey; including the specific team it was assigned to, which may result in fines being applied to the team. If the Association is not reimbursed, the Head Coach may be suspended until the matter is cleared up.

While every effort is made to have teams balanced by the end of the season, replacement ice times cannot be guaranteed for any ice times that are 'given up' by a team. Instead, it is recommended that teams watch the "Take/Give Tab" in OCI for any ice that may come available from other teams.



32.7.2 Weather Conditions

In situations where weather conditions make travel to the arena facility unsafe, teams will **not** be penalized. In these cases, the decision to let the ice go unused should be made by the coach **on the evening before, or the morning of; the ice time**. The Ice Scheduler **MUST STILL** be notified. Efforts may be made to replace this ice time, if extra ice comes available. If there is a replacement time found, and it is refused by the team – then no further replacement ice will be sourced.

32.8 Memorandum of Understanding (*Cardel Rec South / South Fish Creek Recreation Association – SFCRA*)

The Ice Scheduler shall be responsible for adhering to the ice usage guidelines at Cardel Rec South as outlined in the Memorandum of Understanding (MOU) with the City of Calgary.

The MOU with the City of Calgary stipulates that at least 51% of the prime-time ice at Cardel Rec South during the hockey season must be used for Minor Hockey use. Minor Hockey use constitutes practices, league games, exhibition games, hockey clinics and schools, tournament games for minor hockey teams. The MOU also stipulates that no less than 15% of the prime-time ice at Cardel Rec South during the same period must be made available for public use. Public use constitutes public skating lessons, skating clinics, learn to skate programs, public skate, shinny hockey, old timers' hockey, etc. that are made available to the general public.

The hockey season for Community Hockey Associations commences on September 1st and concludes (TBD) each season. Each year, during this time period, the Community Hockey Associations have first priority on the 85% prime time ice, on the ice bookings at Cardel Rec South on all four sheets of ice. Cardel Rec South shall have priority on programming the remaining 15% prime time ice for public access. Prior year commitments of prime ice times to external associations may be revoked if the Community Hockey Association's programs require the ice.

33.0 JERSEYS & EQUIPMENT

All participants are to conform to the equipment requirements as indicated in the playing rules of Hockey Calgary.

33.1 Southwest Hockey Colours

The colours of the Southwest Hockey Association shall be: Navy, Red & Gold.

33.2 Sponsorship Crests

Jerseys can only bear Association sponsorships; as approved by the Board of Directors. There will be **NO** team level sponsorship crests permitted on any SW game OR practice jerseys.

33.3 Jersey Alterations

Alterations are **NOT permitted** on any SW Hockey supplied jersey; without the **PRIOR** consent of the Director of Branding & Equipment.



33.4 Game Jerseys Guidelines

- 1) “C’s” and “A’s” appliques **should NOT be permanently affixed** to the jersey.
 - a) Contact the Director of Branding with regards to acceptable methods of attachment, in order to avoid any replacement costs at the end of the season as a result of wrecking the jersey.
 - b) The Director of Branding can be reached at: branding@southwesthockey.ca
- 2) Where possible, ‘Home’ and ‘Away’ sets of jerseys will be issued to all teams participating in a division league organized by Hockey Calgary.
- 3) It is also required that during games, that all participants are to wear the SW Hockey socks.
- 4) The ‘**HOME**’ jersey colour is determined by Hockey Calgary – and will be communicated each season.
- 5) During games, **all teams are required to wear the jerseys supplied by SW Hockey that display the colours and logo adopted by SW Hockey.**
- 6) Southwest Hockey **will allow**, at a TEAM’S expense, the option to purchase approved 3rd jerseys through Southwest Hockey.
 - a) Teams are **NOT** permitted to purchase “3rd jerseys” from any other supplier; other than through Southwest Hockey.
- 7) **Name bars will be permitted** → **ONLY** if the Association approved company is utilized.
 - a) The approved company will produce the name bars, add the name bars to the jerseys and the same company will remove the name bars from the jerseys. Name bars **MUST BE** removed by the company, and in time for the SW Hockey Jersey/Equipment return date.
 - b) This is a **TEAM** expense.
- 8) **ALL** game jerseys **MUST** be returned to the Association at the end of the season.
 - a) Given the financial investment of game jerseys; members may be charged a significant replacement fee.
 - b) If the Association is not reimbursed by April 30th (*following the Association return date*), the member will be placed as a ‘Member Not in Good Standing’, and will have their Hockey Canada account blocked from any future registrations until the matter has been cleared up.

33.5 Practice Jersey Guidelines

Up to 21 Practice jerseys are available for U11 to U18 teams to use; upon request to the Director of Branding. **ALL** practice jerseys are to be returned to the Association at the end of the season. A replacement fee will be charged for each practice jersey not returned.



33.6 In-Season Jersey / Equipment Financial Responsibility

33.6.1 Team Responsibility

Teams will assume financial responsibility for all equipment and jerseys issued to them, and will ensure that all equipment and jerseys are returned in good condition at the conclusion of the season.

Member Not in Good Standing: Failure to maintain or return all equipment and/or jerseys, may result in the Head Coach; or the member at fault being placed as a “Member Not in Good Standing”, and will have their Hockey Canada account blocked from any future registrations until the matter has been cleared up. Financial penalties may also be applied to a team, or the member at fault; as deemed necessary, and would be approved by the Executive.

33.6.2 Individual Responsibility

Should a member be identified as the one responsible for the lost jersey(s) or damaged jersey(s) and/or equipment; they will be required to reimburse SW Hockey for the replacement cost of the jersey(s) and/or equipment.

Member Not in Good Standing: If the Association is not reimbursed by April 30th (following the Association return date), the member will be placed as a ‘Member Not in Good Standing’, and will have their Hockey Canada account blocked from any future registrations until the matter has been cleared up.

33.7 Jersey Parents

Game jerseys **MUST** be retained by the Team Jersey Parent for each team, and **are NOT** to be used in practices and are **NOT** to be sent home with individual participants.

Upon arrival to a game, the Jersey Parent is to drop the jerseys off **to the coach OUTSIDE** of the dressing room; whereby the coach will distribute the jerseys to the participants.

After the game, **once all participants are re-dressed and coaches have concluded their post-game discussion** with the participants, may the Jersey Parent then gather the game jerseys.

Further details regarding the responsibilities of the Jersey Parent, are in the **APPENDIX A**.

33.8 Jersey Care (Washing / Drying)

In order to ensure the longevity of the jerseys provided to teams, special care and attention **MUST** be taken. **Teams are assuming the financial responsibility**; therefore, it is their duty to ensure jerseys remain in good condition through the season. Specific care instructions will be provided by the Director of Branding each season, and will be posted to the SW Hockey website.



33.9 Equipment

Southwest Hockey will not provide any equipment to participants with the exception of jerseys and socks.

33.9.1 Pucks & Other On-Ice Equipment: All teams will be required to supply their own pucks, and on-ice equipment they deem necessary.

33.9.2 Goalie Gear

U9: SW Hockey will supply appropriate goalkeeper equipment as required to all U9 teams.

U11: May be supplied by the Association, on a **limited basis** to U11 goalies.

U13, U15 & U18: Are to supply their own equipment.

33.9.3 Assigning Goalie Gear

One Participant: If the goalkeeper equipment is assigned to one participant, the Head Coach or the Team Manager should request that the parent(s) / guardian(s) of that participant sign a notice signifying their responsibility for the safe return of the equipment and an equipment deposit may also be requested. The value of the deposit will have Board approval.

Team: If the goalkeeper equipment is assigned to a team, then the Head Coach or the Team Manager will sign a notice signifying their responsibility for the safe return of the equipment and an equipment deposit may be requested. The value of the deposit will have Board approval.

Off-Season: If younger goalies request the use of goalkeeper equipment in the off-season; for the purpose of attending a hockey school or goalie clinic they **MUST apply** to the Director of Branding & Equipment. The equipment may be loaned out at the discretion of the Director of Branding & Equipment where a deposit may also be requested.

- If approved, the family **MUST** sign a notice signifying their responsibility for the safe return of the equipment **AND post a \$500 deposit**, payable to Southwest Hockey Association.

33.9.4 First Aid Kits

All teams will be provided with a fully stocked First Aid Kit, which **MUST** be available on the participants bench during **ALL** game and practices. It is the **teams' responsibility** to maintain the stock in the kit during the season. The First Aid Kits are to be returned to the Director of Branding & Equipment at the end of the season. If the team loses the First Aid Kit, a replacement fee will be charged to the team.

33.10 End of Season Jersey & Equipment Return

All jerseys and equipment are to be returned to the Director of Branding & Equipment by the communicated deadline date. The return date will typically occur prior to **April 30th** of each season, and will include all necessary instructions for return.



If a team is still participating in practices and/or games after the posted return date, then the Head Coach should email the Director of Branding & Equipment to arrange an alternate drop off time.

At least once a year, preferably in the Spring, the Director of Branding & Equipment will complete an inventory of all equipment and provide the inventory listing to the SW Hockey Treasurer/Secretary.

33.11 Major Equipment Purchases

All major equipment purchases shall be made after receiving at least three (3) bids from reputable suppliers; for the items under review. The Director of Branding & Equipment shall review the bids and make a recommendation to the Board for their approval.

33.12 Requests for Proposal / Request for Quote

A 'Request for Proposal' (RFP) relating to all approved SW Hockey apparel will be requested every two (2) years by the Director of Branding & Equipment. An RFP should be completed to ensure that SW Hockey is receiving the best pricing and service with regards to the equipment and apparel purchased. An RFP should clearly outline specifics such as, but not limited to; the equipment required, quantity, number of pieces, processes, pricing and deadlines.

The bidding process starts when the RFP is released for public viewing. Companies and contractors interested in fulfilling the RFP should submit all requested information by the deadline. After the deadline has passed, the proposals undergo a review process by the Director of Branding & Equipment; who will then make a recommendation to the Board for approval.

33.13 Disposal

Surplus or worn equipment could be made available to the members of SW Hockey, or the Community, unless deemed unusable. If deemed unusable, the item(s) will be disposed of in an appropriate manner.

33.14 Equipment Sales

The Director of Branding & Equipment shall price the equipment with approval of the Board, and notice shall be given to the membership with regards to the equipment sale, price, date and location. If there is more than one request to purchase the equipment, the successful purchaser shall be selected by chance.

34.0 APPAREL, BRANDING & LOGO

34.1 Apparel / Branding

In order to preserve the SW Hockey brand, **only SW Hockey approved suppliers** are to be used for ordering team apparel. Information regarding the available apparel will be made accessible on the SW Hockey website.

All apparel bearing the SW Hockey logo and name **MUST BE approved** by the Board of Directors and can **NOT** be altered or reproduced **without PRIOR consent** of the Board of Directors.



The use of participant names and number on apparel can be a safety and security concern. The decision to place names/numbers on such apparel should be at the discretion of the parent(s) / guardian(s).

NOTE: “Apparel” does NOT refer to the SW Hockey game / practice jerseys. “Apparel” is referring to such items as, but not limited to: jackets, t-shirts, hoodies, track pants etc.

34.1.1 Consequences

If a Head Coach (or team in general), **fails to use an approved supplier** and instead obtains unapproved apparel through another company – disciplinary action may occur; resulting in, but not limited to; suspension of the Head Coach until such time that the problem can be resolved to the satisfaction of the Board. Southwest Hockey will **NOT** be responsible for reimbursing the team/families for any unapproved garments/items that were purchased; as such garments/items will be confiscated.

34.2 Southwest Hockey Logo

The SW Hockey logo may **ONLY** be used with the expressed written consent of the Director of Branding & Equipment, or alternate approved SW Board of Director(s).

Any use of the SW Hockey logo, without PRIOR permission, is strictly prohibited.

35.0 OFF-ICE OFFICIALS: Time Keepers, Score Keepers & Penalty Box (Team Level)

35.1 General

Each team must supply Off-Ice Officials; for all games; **as per Hockey Calgary regulations**. Off-Ice Officials refer to: Time Keepers, Score Keepers and Penalty Box volunteers. To review the specific job duties of each role, refer to **APPENDIX A**.

Further information about the Hockey Calgary Playing Rules and the SW Hockey Off-Ice Officials Manual, can be found on the SW Hockey website. Any discrepancy between the HCAL Playing Rules and the SW Off-Ice Officials Manual, the Hockey Calgary Playing Rules will take precedence.

35.2 Off-Ice Officials Obligation

ALL Off-Ice Officials are responsible for conducting their duties in a manner that displays sportsmanship and shows Fair Play and Respect to all participants. Off-Ice Officials are significant contributors to the management of the game and **MUST remain NEUTRAL** in proper conduct of the game. If any Off-Ice Official’s behaviour warrants disciplinary action, they may be relieved of their duties by the Official (on-ice) or another Hockey Calgary official.

35.3 ‘Home’ & ‘Visiting’ Team Requirements

Responsibilities will be communicated at the start of the season; and will be as per Hockey Calgary regulations. The Team Manager, or designate should set up a schedule as soon as the game schedules have been released, to ensure coverage for all games.



36.0 OFFICIALS

As of July 20, 2023; Southwest Hockey no longer coordinates a list of Officials. Officials will now register through the Central Region, and will be assigned hockey games based on the arenas that the Official would like to be assigned to, rather than the Postal Code to where the Official resides. Assigning will now be quadrant-based, and will be completed by four (4) quadrant-based Assignors. Further information about becoming an Official and what the required certifications are; can be found on the Hockey Alberta / Central Region website: [CLICK HERE](#).

36.1 Officials Grievance / Complaint Process

Any complaints about referees or other major officials by coaches, managers, players, or spectators must be sent to the Member Association President for endorsement and onward delivery to Hockey Calgary for possible action. **Do NOT first contact Hockey Calgary, Central Region, Hockey Alberta or Hockey Canada. The complaint MUST go through the Association President FIRST!**

To submit a complaint, there is a link on the SW Hockey website under the Parents tab. Once this has been completed, the President will receive a copy to be reviewed. Once reviewed the President will follow up with the Complainant to confirm if the complaint will be endorsed for possible action.

37.0 CODE OF CONDUCT & FAIR PLAY CODE

37.1 General Overview

Code of Conduct identifies the standard behaviour which is expected of **ALL** SW Hockey members including; Participants, Coaches, Officials, Parents, Guardians, Directors, Coordinators, Volunteers & Spectators.

Southwest Hockey is committed to providing a sport environment in which **ALL** individuals are treated with respect. Members of SW Hockey shall conduct themselves in a fair and responsible manner; and refrain from comments or behaviours that are disrespectful, malicious, offensive, abusive, racist or sexist.

During the course of **ALL** SW Hockey activities and events, individuals shall avoid behaviour which brings SW Hockey, or the sport of hockey in disrepute.

Failure to comply with the Code of Conduct may result in disciplinary action in accordance with the SW Hockey Game & Conduct Policy, and/or as set forth by Hockey Calgary, Hockey Alberta and Hockey Canada. Such action may include the member losing privileges that come with memberships within SW Hockey; up to, and including suspension or possible removal from SW Hockey.

37.2 Alcohol & Illegal Drugs

Southwest Hockey has a **zero-tolerance policy** on the transportation, possession or usage of any alcohol, cannabis or illegal drugs within any facility, dressing room or dry-land area or group transportation vehicle (e.g., team bus or van); that is being used at the time by SW Hockey or any other Minor Hockey team.



Anyone associated with Southwest Hockey appearing to be under the influence while participating in sanctioned activities should be removed immediately, pending a formal suspension. Violations to this policy will be dealt with by the SW Hockey Board.

37.3 Tobacco, Vaping & Cannabis

Southwest Hockey has a **zero-tolerance policy** on using chewing tobacco, smoking / vaping or use of cannabis; within any facility, dressing room or dry-land area; that is being used at the time by SW Hockey or any other Minor Hockey team. Violations to this policy will be dealt with by the SW Hockey Board on a case-by-case basis.

37.4 Expectations: Parent Code of Conduct & Fair Play Code

Although the Fair Play Code & Expectations: Parent Code of Conduct are included and are required to be acknowledged at the time of registration, Head Coaches should review these forms again during the Parent Meeting, at the start of the season.

38.0 GAME & CONDUCT POLICY

The procedures set forth in the Game and Conduct Policy have been implemented by SW Hockey in order to establish a process that assists members with understanding expectations relating to conduct on and off the ice, in order to allow members to participate in various activities & positions within the Association; in a respectful environment that is free from harassment, bullying and abuse.

The Game and Conduct Policy is a separate document which shall:

- Provide a Communication Tree so members understand the process in which to follow;
- Provide details on specifics for how inappropriate game and conduct situations are handled;
- Be updated on a continual basis, and any changes will have been approved by the Board;
- Be made available on the SW Hockey website for review, or by contacting the Administrator at: admin@southwesthockey.ca

39.0 GRIEVANCES

Managing Grievances

The SW Hockey Game and Conduct Policy applies to most situations involving conduct on and off the ice. There may be rare instances of gross misconduct by Board Members or Volunteers that fall outside the Game and Conduct Policy. Gross misconduct involves deliberate unethical and/or unprofessional actions and includes, without limitation, misappropriation of funds, flagrant disregard for and/or breach of policies and procedures or undisclosed conflicts of interest.

39.1 Filing a Grievance

For situations described in **SECTION 38.0**, a member or non-member may file a grievance in writing directly to the President of Southwest Hockey. If the grievance directly involves the President, it should be sent to the SWH Director at Large #1, who may delegate to another member of the Board as appropriate. The grievance filing should provide particulars of the grievance and explain why the



matter falls outside the Game and Conduct Policy i.e., why should this be considered a grievance and not a Game and Conduct incident. Please refer to the Game and Conduct Policy.

NOTE: The 24-Hour Rule and Respect in Sport requirements outlined in the Game and Conduct Policy also apply to grievances.

39.2 Acknowledging and Acceptance of a Grievance

Unless the grievance filing directly involves the President of SW Hockey (see above), the President will acknowledge receipt of the grievance filing to the filer in writing and will act as the Grievance Chair.

If the grievance filing directly involves the President of SW Hockey, the Director at Large #1 or that person's delegate will acknowledge receipt of the grievance filing to the filer and will act as the Grievance Chair.

Following receipt and acknowledgement, the Grievance Chair will review the grievance filing and make the following determination:

1. A determination of whether the grievance filing falls outside the Game and Conduct Policy, and would be classified as a grievance.
 - a. If the grievance filing does not qualify as a grievance and rather falls within the Game and Conduct Policy, the grievance filer will be referred to the Game and Conduct Communication Tree, where they can address their concern via the Game and Conduct Policy.
2. A determination of whether there is sufficient reason to undertake a review.
 - a. If there is **NOT sufficient** reason to undertake a review and no further action is warranted, the grievance filing will be closed and the filer notified.
 - b. If there **IS sufficient** reason to undertake a review, the Grievance Chair will convene a Grievance Committee and notify both the filer and the subject of the grievance.

NOTE: The subject of the complaint is not privy to the entire grievance – only what they are alleged to have done.

39.3 Grievance Committee

Where it is determined in **SECTION 38.2** that a Grievance Committee is required, the Grievance Chair will strike a Grievance Committee to investigate the grievance.

The Grievance Chair shall select, at their sole discretion, no less than three (3) Directors, and up to five (5) Directors to sit as members on the Grievance Committee.

Any member of the Grievance Committee will immediately step aside and be replaced by another eligible Director in any grievance that involves them personally, or where a conflict of interest is present.



39.4 Grievance Investigation

The Grievance Committee will conduct a confidential investigation into the grievance, and will make best efforts to conclude an investigation as soon as practicable.

The Grievance Committee's investigation may include:

- Conducting interviews with the grievance filer, the subject of the grievance and any other individuals with relevant information.
- Collecting and reviewing statements and any other material provided by the grievance filer, the subject of the grievance and any other individuals with relevant information.
- Convening a Grievance Committee Meeting (Hearing) in accordance with **SECTION 38.5**;
- Such further and other investigative steps as the Grievance Committee determines in its sole discretion to be warranted

All members will cooperate as necessary with any requests received from the Grievance Committee in connection with an investigation and agree to keep the investigation confidential.

The Association may be unable to investigate the conduct of a member in instances where, for example, law enforcement is conducting a parallel investigation.

The Grievance Committee may, in its sole discretion, temporarily suspend the subject of a grievance until an investigation has concluded.

- The immediate suspension and the number of games missed during the course of an investigation may be taken into consideration by the Grievance Committee when deciding the grievance.

39.5 Grievance Committee Meeting (Hearing)

In connection with an investigation, the Grievance Committee may, at its sole discretion, convene a Grievance Committee Meeting (Hearing) and decide how it will proceed.

A Grievance Committee Meeting (Hearing) may proceed orally or in writing. If the Grievance Committee Meeting (Hearing) proceeds in writing, a sufficient number of written presentations should be available for each member of the Grievance Committee, the grievance filer and the subject of the grievance.

Presentations during a Grievance Committee Meeting (Hearing) shall be made in the following order and the Grievance Committee will determine the timeline for oral and written presentations:

1 - Presentation by grievance filer	3 - Rebuttal by grievance filer
2 - Presentation by subject of the grievance	4 - Rebuttal by subject of the grievance

39.6 Grievance Decision

Following the conclusion of an investigation, the Grievance Committee will render a written Decision regarding the grievance to the grievance filer and the subject of the grievance.

Without limitation, the Decision must address:



- 1) State whether a majority of the Grievance Committee has concluded there was a gross misconduct on the part of the subject of the grievance.
- 2) Provide reason(s) &, if applicable, supporting documentation for majority's conclusion, and;
- 3) If applicable, outline the disciplinary action/sanction, if any, against the subject of the grievance.

Southwest Hockey recognizes that not all grievances are equal in nature, or in their consequences, and the response to such grievances may be equally broad in range.

39.7 Grievance Appeal

There is no appeal process for a Decision within Southwest Hockey as the grievance would already have been considered by the President and potentially several other members of the Board of Directors. If a grievance filer or the subject of a grievance wishes to appeal a Decision, their next step would be to contact the Executive Director of Hockey Calgary.

40.0 ENFORCEMENT POLICIES & CONDUCT UNBECOMING

Within this section, SW Hockey will identify the different types of policies & enforcements that are in place. These policies are in place which are aimed at protecting minors and volunteers; while also identifying what is deemed as unacceptable behaviour by participants, coaches and volunteers.

40.1 General Implementation

The objective is to promote safety and ensure acceptable behaviour by SW Hockey. Any reported incident(s) of conduct unbecoming by or towards participants, coaches, officials, parents / guardians or other volunteers; will be reviewed on a case-by-case basis.

Incidents occur at varying degrees, therefore the enforcement of such conduct brought in to question; may also fluctuate with the circumstances presented.

In an effort to procure an appropriate enforcement, the Disciplinary Committee may review such documents as, but not limited to the; SW Hockey Policies & Procedures, Bylaws, Hockey Calgary Regulations, conduct interviews and may take in to consideration – any previous disciplinary action(s) or suspension(s) on file. Enforcement selections can be found in the Game and Conduct Policy.

40.2 Volunteer Harassment Policy

Southwest Hockey is committed to fostering a harassment-free environment where all volunteers are treated with respect and dignity. Harassment will not be tolerated, or condoned by SW Hockey.

For the purpose of this policy; harassment is any aggressive or intimidating behaviour that is likely to undermine the dignity, self-esteem or productivity of any volunteer.

Every volunteer has the right to participate in an environment that prohibits discriminatory or harassing actions. Therefore, SW Hockey has a **zero-tolerance** regarding intimidating, humiliating or the sabotaging of another volunteer withing the association, or while volunteers are conducting official association business.



Types of behaviour that constitute harassment include, but is not limited to:

- 1) Conduct or comments intended to create intimidating, hostile or an offensive environment.
- 2) Written or verbal; derogatory communications that are malicious or vexatious.
- 3) Retaliates against a volunteer for filing a disciplinary complaint.
- 4) Retaliates against a volunteer for serving on a disciplinary committee.
- 5) Files an unfounded harassment complaint, intended to cause harm against a volunteer.

40.3 Uses and Misuses of Personal Information

As a result of membership with Southwest Hockey Association, members may obtain access to the personal information of other members (Personal Information) including, but not limited to, demographic information (full names, dates of birth, etc.) and contact information (home addresses, email addresses, phone numbers, etc.).

Personal information is private and confidential. It is provided by Southwest Hockey Association solely for the purpose of communicating with regards to specific team-related business within Southwest Hockey Association, and for no other purpose.

Members are strictly prohibited from using Personal Information for any other purpose, but not limited to, sending communications of commercial and/or business in nature, or for personal gain, without the express prior written consent of the recipient(s).

Disciplinary action may follow if the member misuses the Personal Information of another member(s) in contravention of this policy.

40.4 Abuse Prevention Policy

The purpose of Abuse Prevention is to prevent the physical, emotional and sexual abuse of children, youth, and other vulnerable adults by its volunteers. SW Hockey seeks to promote a welcoming and nurturing environment, and has **zero-tolerance** for those whose actions may jeopardize the safety, health or innocence of those in the organization's care.

Safeguards will be used to help eliminate from consideration any candidates who may not share the same goal of providing a welcoming environment. Such safeguards include, but not limited to: Application Process, Interviews and a Police Information Check. These safeguards will be held for up to 7-years.

40.4.1 Structural Guidelines

Volunteers are restricted from being alone with youth where they cannot be easily observed by others. In the event that there is any disciplinary action required, the youth should be located in an area where they are still able to be supervised. No physical punishment in any form is permitted.

40.4.2 General Conduct

Volunteers must treat all youth with respect and consideration. Treatment must be fair and equal, and must not be based on sex, race, religion, gender or gender association, sexual



orientation, or economic, or social status. All efforts must be made to avoid favouritism, or the appearance of favouritism.

Volunteers must also not use harsh or inappropriate language, degrading youth.

Volunteers must also not engage in any sexual contact with youth, and may not dress, undress, or shower in the presence of youth.

40.5 Bullying Policy

Southwest Hockey has a **zero-tolerance policy** regarding bullying.

Bullying is defined as a conscious, willful, deliberate and hostile activity marked by an imbalance of power, intent to harm, and/or threat of aggression. Bullying can occur in many different forms including:

Verbal: Name-calling, sarcasm, teasing, spreading rumors, threatening, making negative references to one's culture, ethnicity, race, religion, gender, or gender association, sexual orientation and sexual comments.

Social: Mobbing, scapegoating, excluding others from a group, ganging up and group teasing.

Physical: Hitting, poking, pinching, chasing, shoving, coercing, destroying or stealing belongings.

Cyber: Using the internet or text messaging to intimidate, put-down, spread rumors or make fun of.

These forms of bullying can leave life-long scars with the victims involved; including children feeling lonely, frightened and depressed. Southwest Hockey's intention is to provide a respectful, and safe environment for all members within SW Hockey.

40.6 Social-Media-Policy

Southwest Hockey understands and appreciates the importance of 'social networking' as it relates to the personal and professional lives of its members. This immediate and public forum provides unique opportunities for networking. However, it also provides an unsupervised medium for inappropriate conduct to occur. Conduct which can be detrimental to the welfare of SW Hockey and its members.

Social Media channels should be used to positively promote: the organization, its members, programs and partnerships. Four reminders when posting to social media is to: Be Authentic (trustworthy). Be Accurate (truthful). Be Respectful (humble), and to Be Thoughtful (kind).

Southwest Hockey will hold its members to a 'code of conduct' that is responsible and refrains from comments or behaviour that is disrespectful, malicious, offensive, abusive, racist, gender phobic or sexist. **Social media should NOT be used to fight your 'battles'. Always use appropriate channels provided by SW Hockey.**

NOTE: When using social media, members should assume at all times that they are representing SW Hockey, their community, their team and Hockey Calgary.

Southwest Hockey's preference is to educate, inform, and help develop positive habits when unacceptable or inappropriate comments / posts occur on its social media channels; however, failure to comply with the social media Policy may result in disciplinary action in accordance with the SW Hockey Game & Conduct Policy, and/or those set forth by Hockey Calgary, Hockey Alberta and/or



Hockey Canada. Such action may include discipline or sanction where the member may be banned or blocked from Southwest Hockey's social media channels, as well as the member losing privileges that come with membership with SW Hockey, up to and including suspension or possible removal from SW Hockey.

40.6.1 Social Media Examples

The following are a few examples of conduct through social media and other networking platforms that are considered violations of the social media Policy. These deeds may be subject to disciplinary action by SW Hockey at the discretion of the Executive and Disciplinary Committee.

- 1) Statements which are critical of SW Hockey volunteers, its programs, on-ice or off-ice Officials, participants, sponsors, facility staff or other participants.
- 2) Divulging confidential information that may include, but not limited to: medical history (injuries or other), game plans or strategies, parent/ participant contact information, other information that is deemed confidential.
- 3) Sharing or divulging photos, videos or comments which promote negative influences or criminal behaviour, including but not limited to: drug use, alcohol abuse, public intoxication, sexual exploitation etc.
- 4) Online activity that contradicts current policies of SW Hockey.
- 5) Inappropriate, derogatory, racist or sexist comments of any kind that contradict policies on these matters.

NOTE: Social Media posts can be deleted or edited quickly. To assist with any potential investigation, as soon as unacceptable conduct is discovered or reported, the Director at Large should obtain as much information as possible including; a) the platform used. b) content of the post. c) screenshots of the post(s).

40.7 Hazing Policy

There is a **zero-tolerance** attitude on hazing. Hockey Canada's policy defines Hazing as: "An initiation practice that may humiliate, demean, degrade, or disgrace a person regardless of location or consent of the participants."

Any association, team, team official, participant, or any other Hockey Canada registered participant found, by an investigative process; to have condoned, initiated, or to the detriment of another; participated in hazing actions or behaviours – shall be subject to discipline, up to and including expulsion from Hockey Canada registered programs.

41.0 SUSPENSIONS & APPEALS (Participant, Coach, Family Member, Board)

Suspension of privileges will be in order when evidence exists that there is consistent or flagrant disregard for the philosophy or standards of SW Hockey, Hockey Calgary, Hockey Alberta or Hockey Canada; for any



Board member, participant, coach, or family member (parent / legal guardian). All participants in SW Hockey should review the Hockey Calgary rules regarding possible suspensions.

For continuity, a spreadsheet may be maintained by the SW Hockey Board to ensure that all disciplinary issues are maintained from year to year, by the President.

Unless otherwise noted in a notification letter; until a meeting is held with a Game & Conduct Committee, the suspended person is not permitted to:

- Attend any team or association activity;
- Be in the arena;
- Use any communication devices between a suspended person and the team;
- Use any intermediary to conduct such communication either verbally or with a device.

Any communications required between a suspended member and the team will go through a designated Southwest Board of Director.

41.1 Suspension: Participant / Coach / Family Member / Board Member

Actions by a Participant, Coach, Family Member (Parent / Legal Guardian), or Board Member that would cause them to be considered for suspension by SW Hockey should be brought to the attention of the Board or Executive; as per the Game and Conduct Policy in **SECTION 37.0**.

The Board or Executive shall initially review the severity of the action(s) brought forward to determine whether further investigation is necessary. If further investigation is necessary, the President shall convene a Game and Conduct Committee. This person may be temporarily suspended from activities until such time that the investigation concludes, and the decision communicated.

41.1.1 Specific to Board Member Suspension

Director integrity, referenced in **SECTION 5.0** will also be reviewed during the investigation. Depending on the severity of the situation, the Board of Directors may impose further actions as deemed necessary and as approved by the Board of Directors. The Board Member may be temporarily suspended from their position; whereby attending the Board Meetings, or any other meeting, as well as their overall roles/responsibilities – may be put on hold. Temporary suspension from their Board assigned email may also occur.

If a Board Member is removed from their position, then at minimum – the Board Member will be placed as a “Member Not in Good Standing” for the balance of the season; until May 31st, 11:59pm.

42.0 MISCELLANEOUS

42.1 SW Hockey Banner Policy

Beginning the 2016-2017 season, SW Hockey’s Banner Policy now allows for better long-term financial planning, as well as longer historical viewing of all the teams who won a championship. The SW Hockey Banner Policy is as follows:



- Effective the 2019/2020 season, SW Hockey Banners will only be hung in Cardel Rec South, Arena 1.
- SW Hockey will cover the cost(s) associated with the printing and hanging of the SW Hockey banner(s).
- A **maximum of two (2) banners** will be hung in the arena. Each single banner will represent the championship team and the finalist (runner-up) team for the following events:
 - **Minor Hockey Week &**
 - **City Championship**
- For teams who win a **Provincial Championship**; a banner will be hung in the arena noting the players, coaches and manager.

42.2 Volunteer Recognition Awards

42.2.1 Hockey Calgary Awards Celebration

While the SW Hockey recipient (and guest) ticket is compliments of Hockey Calgary, the SW Hockey Board will also send the following Board members & guest, in support of this event: President & Vice President.

In the absence of any of these people, the Board may choose another Board member to attend. Only the cost of the tickets will be covered by SW Hockey, and all other costs incurred will be paid by the people attending the event.

42.2.2 Association Volunteer of the Year Award

Each year, Hockey Calgary requests the name of a volunteer from each Association; for the Association Volunteer of the Year Award. The nominee / candidate **must** be a "Member in Good Standing".

The SW Hockey Board will therefore, put forward one name to Hockey Calgary and include a write up; according to their requested process. There is no approval procedure required within Hockey Calgary for the submission of the SW Hockey candidate.

In order to allow the volunteers of SW Hockey to be recognized, a notice may be put out to the members; where there would be a sufficient amount of time for nominations to be submitted to the SW Hockey Board for consideration. The Board, Executive or Committee shall select the nominee from the submissions they feel best exemplifies what it means to be a member of SW Hockey.

42.2.3 Other Hockey Calgary Awards

Each year Hockey Calgary lists other award categories; which go through a selection process within Hockey Calgary. **These other categories are open for any member, or Association to submit a nominee.** As a way to recognize our volunteers, the Association will both encourage our members to submit nominations; as well as take the opportunity to submit a nomination on behalf of the SW Hockey Association. Below are examples of the awards that Hockey Calgary recognizes:



1) **Hockey Calgary Coach of the Year Award**

While any Hockey Calgary member may submit a nomination directly to Hockey Calgary for this category, each year the SW Hockey Board shall put forward one name to Hockey Calgary for the Coach of the Year Award. The nominee / candidate must be a 'Member in Good Standing' and should be:

- a) An individual who demonstrates outstanding contributions to their association, team and participants.
- b) Exhibits dedication & service well beyond normal expectation of a coach.
- c) This individual follows the Fair Play Code, and emphasizes skill development and the fundamentals of the game.
- d) Takes part in educational seminars such as coaches' clinics, coach mentorship program and specialty skills camps.

This award is not based on 'winning records' or 'winning percentages', and is strictly based on development and fair play.

2) **Official of the Year Award**

While any Hockey Calgary member may submit a nomination directly to Hockey Calgary for this category, each year the SW Hockey Board shall put forward one name to Hockey Calgary for the Official of the Year Award. Hockey Calgary may also refer to this award as the '**Ian Anderson Memorial Award**.' The nominee / candidate must be a 'Member in Good Standing' and will be submitted according to the process as decided by the SW Hockey Board.

42.2.4 Southwest hockey Volunteer Recognition Awards

Southwest Hockey would like to recognize volunteers that go 'above and beyond'. Coach, Volunteer, Manager and Official of the Year are awards that will be reviewed each season for consideration. In order to allow the volunteers of SW Hockey to be recognized, a notice may be put out to the members; where there would be a sufficient amount of time for nominations to be submitted to the SW Hockey Board for consideration. The Board, Executive or Committee shall select the nominee from the submissions they feel best exemplifies what it means to be a member of SW Hockey.

42.3 In Memorandum Process

When the Association hears of the passing of a member of the Association, or the Hockey Community; the SW Hockey Board of Directors will refer to the "**In Memorandum**" document for guidance.

42.4 Provincial Championship Acknowledgement

In celebration of this accomplishment, for any SW Hockey team who qualifies for the Provincial Championships, the SW Hockey Association will provide funding in the following way:

- Assist with covering costs to a maximum of \$700.
- If Provincials are hosted outside of Calgary, more than 100km in distance, then a motion may be discussed by the Board to approve additional funding; to a maximum of \$300.



APPENDIX A: VOLUNTEERING – APPROVED ASSOCIATION ROLES

There are **MANY** opportunities to volunteer with Southwest Hockey.

4 – Credit Roles → May to April						
President	VP On-Ice	VP Off-Ice	Treasurer			
Director of Branding	Director of Coaches	Director of Development	Director of Evaluations			
Director of Fundraising	Director of Volunteers	Director at Large (4)	Past President			
Asst. Director of Coaches	Asst. Dir. of Development	Asst. Dir. of Evaluations	Asst. Dir. of Fundraising			
Asst. Dir. of Volunteers	Asst. Treasurer	Community Coordinator	Financial Coordinator			
Goalie Coordinator	House League Coordinator	Photography Coordinator	Sponsorship Coordinator			
4 – Credit Roles → October to March						
NOTE: For team level roles, the # of positions PER TEAM are indicated in brackets.						
Head Coach (Team – 1)	Asst. Coaches (Team – up to 4)	Team Manager (Team – 1)	Asst. Manager (Team – 1)			
Treasurer (Team – 1) *	Jersey Parents (Team – 2)	Raffle Liaison. (Team – 1) *	Tourn. Coord. (Team – 1) *			
Raffle Committee (up to 4)	HCAL League Chair	Hockey Calgary Governor				
Division Leads (1 per division) →	U7	U9	U11	U13	U15	U18
4 – Credit Roles → Late August to Early October						
On-Ice Evaluation Coordinator	Off-Ice Evaluation Coordinator	Goalie Div Lead (up to 2)	Volunteer Leads (up to 18)			
Eval Leads On-Ice (U7 to U18)	Eval Leads Off-Ice (U7 to U18)		Eval Asst. Off-Ice (U7 to U18)			
‘Bonus Opportunity’ → Pre-Season Dates → As per website						
<i>In the following positions, Members only need to finish TWO (2) CREDITS to complete their bond.</i>						
THIS OPPORTUNITY IS ONLY FOR: PRE-SEASON PREP CAMPS, PATHWAY SKATES & EVALUATIONS						
Welcome Table	Evaluators	Eval On-Ice Helpers	Dressing Room Attendants	Eval Bench Assistance	Eval Time Keepers	Junior Coaches (U15/U18)
To sign up for Bonus Opportunity shifts, visit: https://www.southwesthockey.ca/volunteers/						
In-Season Sign-Up Dates: Conclusion of Bonus Opportunity, up to March 31st						
If the bond is not fulfilled in the approved Bonus Opportunity roles, Members are then required to complete FOUR (4) CREDITS in order to fulfill their Volunteer Bond. Available Sign-Up options are:						
Picture Day	Cougars Classic 3on3	Welcome Table (Camps / Events)	Dressing Room (Camps / Events)	Junior Coaches (U15/U18)		
To sign up for the In-Season shifts, visit: https://www.southwesthockey.ca/volunteers/						
Additional Roles						
Financial Reviewers	Legal Council	AGLC (when applicable)	As Approved by the Board			
Credit Breakdown – For SignUps						
1 Shift = 1 Credit	2 Shifts = 2 Credit	3 Shifts = 3 Credit	4 Shift = 4 Credits			

NOTE: 4 – Credit Team Roles; which have an (*), are NOT available for House League teams.



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NOTE: Roles; which have an (*), are not available for House League teams.



40.1 Past President

The President shall, upon completion of their term, act as the Past President in an advisory capacity to the Executive for the following term.

Duties of the Past President includes, but is not limited to:

- 2-year term.
- Does not have a vote.
- If requested they can:
 - Sit on a Committee.
 - Preside at all Director meetings of SW Hockey.
 - Oversee all Directors and is responsible for all duties of SW Hockey.
 - Preside at the Annual General Meeting.
 - Be an official representative of SW Hockey, at Hockey Calgary meetings.
- **Volunteer Bond Category – This is a ‘Full Credit Position’.**

40.2 President

The person elected to the position of Vice President for the previous term shall fill the office. The President shall, upon completion of their term act as the Past President in an advisory capacity to the Executive and the Board. The President shall perform the duties of the office of President as follows:

- *Shall be an ex-officio member of all committees.*
- *Shall preside at all Directors meetings of the Association.*
- *Shall not vote, except to cast a deciding vote.*
- *Oversee all Directors, and is responsible for all duties of the Association.*
- *Preside at the Annual General Meeting.*
- *Shall be the official representative of the Association at Hockey Calgary meetings.*
- 2-year term.
- Executive Committee Member.
- Chairs the Appeal Committee, and is the ‘last-line’ in all disciplinary issues.
- If a Vice President, or any other Director has a Conflict of Interest, the President will step in.
- Signing authority for the Association bank accounts.
- The President or Vice President On-Ice will carry all eligible votes to represent SW Hockey as a member of Hockey Calgary. In the event that the President and/or Vice President On-Ice is unable to represent the SW Hockey vote with Hockey Calgary; then it will be passed to another SW Hockey Board of Director – as approved by the SW Hockey Board. The position of the vote is to be determined by the SW Hockey Board.
- Approves “transfers”, and “releases”.
- Participates in preparing and reviewing Annual Operating Budget and Financial Statements.
- Prepares the agenda for Board of Director meetings; with input from the Directors.
- Monitors the Ice Scheduler, in conjunction with the VP On-Ice; ensuring guidelines followed.
- Promotes Fair Play and discipline.
- Coordinates and approves evaluation data and team selection volunteers.
- Submits final Seeding requests to Hockey Calgary.
- Confirms participant affiliations with Hockey Calgary.
- Ensures coaches undergo/complete a Police Information Check; as required by SW Hockey.
- Performs all required “Press Releases” through the media; as required by the Board.



- **Direct portfolio reporting includes:** Treasurer/Secretary, Vice President On-Ice, Vice President Off-Ice, Director at Large, Legal Counsel, Administrator, Ice Scheduler, Registrar and Webmaster.
- **Support and provide direction to:** All Board members.
- **Timely response:** To queries, and/or request(s) for support should issues arise.
- **Volunteer Bond Category – This is a ‘Full Credit Position’.**

40.3 Vice President On-Ice

The person elected to the position of Vice President On-Ice, shall upon completion of their term, fill the position of President for the following term.

Duties of the Vice President On-Ice includes, but is not limited to:

- Attend and participate at monthly Board Meetings.
- Attend the Annual General Meeting.
- Reports to the President.
- Has voting rights.
- 2-year term (4-year commitment).
 - Immediately following the Vice President On-Ice role, this person automatically rolls into the President role for an additional 2-year term; totaling a 4-year commitment.
- Shadow and observe the role of the President.
- Executive Committee Member.
- Member of the Coach Selection Committee.
- May be required for Game & Conduct Committee
- Signing authority for the Association bank accounts.
- Participates in preparing and reviewing Annual Operating Budget and Financial Statements.
- Shall preside at all General Meetings and Special Meetings of SW Hockey, and all meetings of the Executive; in the absence of the President.
- The Vice President On-Ice shall act on behalf of the President in the event that:
 - The President is absent from any meetings of SW Hockey;
 - The President is unable to fulfill the duties of the Chair due to a conflict of interest;
 - The Board of Directors accepts the President’s resignation.
- The President or Vice President On-Ice will carry all eligible votes to represent SW Hockey as a member of Hockey Calgary. In the event that the President and/or the Vice President On-Ice is unable to represent the SW Hockey vote with Hockey Calgary, then it will be passed to another SW Hockey Board of Director; as approved by the SW Hockey Board. The position of the vote is to be determined by the SW Hockey Board.
- Accompanies President to various external meetings such as; Operations Committee, Hockey Calgary meetings, etc.
- Field calls and/or emails from constituents.
- Liaise with constituents / listen to concerns, and brings concerns/issues to the Board.
- In conjunction with the President; monitors Ice Scheduler to ensure guidelines are followed.
- Randomly chooses three (3) ice times/month to watch; one (1) game and two (2) practices.
- **Work closely with, and provide active: Leadership, collaboration, direction and support to the following:** Coaching, Evaluations, Officials, House League
- **Timely response:** To queries, and/or request(s) for support should issues arise.
- **Volunteer Bond Category – This is a ‘Full Credit Position’.**



40.4 Vice President Off-Ice

Duties of the Vice President Off-Ice includes, but not limited to:

- Attend and participate at monthly Board Meetings.
- Attend the Annual General Meeting.
- Reports to the President.
- Has voting rights.
- 2-year term.
- Executive Committee Member.
- May be required for Game & Conduct Committee.
- Signing authority for the Association bank accounts.
- Sits on the Cardel Rec South (SFCRA) Board and will liaise between Cardel Rec South and SW Hockey Board.
- Participates in preparing and reviewing Annual Operating Budget and Financial Statements.
- **Work closely with, and provide active: Leadership, collaboration, direction and support to the following:** Branding & Equipment, Development, Volunteers, Community, Photography and social media.
- **Timely response:** To queries, and/or request(s) for support should issues arise.
- Fields calls and/or emails from constituents.
- Randomly chooses three (3) ice times/month to watch; one (1) game and two (2) practices.
- **Volunteer Bond Category – This is a ‘Full Credit Position’.**

40.5 Treasurer / Secretary

The person elected to the position of Assistant Treasurer for the previous term, shall fill this position upon immediately fulfilling their term.

Person(s) nominated for the Treasurer/Secretary and/or Assistant Treasurer role should have a financial background, preferably a professional accounting designation.

The positions of the Secretary and Treasurer may be filled by one person at any Annual Meeting for the election of officers. The Treasurer shall perform the duties of the office of the Treasurer which shall include:

- ***Attend and participate at monthly Board Meetings.***
- ***Attend the Annual General Meeting.***
- ***Reports to the Board.***
- ***Shall properly account for the funds of the Society and keep such books as may be directed.***
- ***Shall present a full detailed account of receipts and disbursements to the Board whenever requested and shall prepare for submission to the Annual General Meeting, a statement duly audited of the financial position of the Society and submit a copy of the same; for the records of the Society.***
- Has voting rights.
- 2-year term.
- Executive Committee Member.
- Should have a financial background; preferably a professional accounting designation
- Shall conduct correspondence on behalf of the Board.



- Must be a signing authority for all bank accounts, along with the President, Vice President On-Ice and Vice President Off-Ice.
- Responsible for overseeing the books and minutes of the Board of Director meetings.
- Monthly financial status report at Board Meetings; including financial statements vs. budget variance explanations for the last accounting period. Reporting should include a screenshot of the account balances.
- File the Annual Society returns.
- Prepares, submits and files all reports and applications to the Alberta Gaming, Liquor and Cannabis Commission (AGLC), in conjunction with the Director of Fundraising.
- Emails the Profit and Loss, and Balance Sheet to the President, Vice President On-Ice and Vice President Off-Ice, **at minimum**; every sixty (60) days.
- Presents an annual financial statement of all operations for presentation at the AGM.
- Prepares the annual budget for the upcoming season with input from the SW Hockey Board, to have completed and approved **prior to April 30th**.
- Prepares the review of the Financial Statement of the Association; which is **to be completed by August 31st**, in conjunction with the appointed reviewers from the AGM.
- Shall work with the Administrator as required for relevant business of the Association.
- Maintains the SW Hockey Bylaws & Policy and Procedure Manual, in conjunction with the Administrator; as required.
- Maintains accounting records and back-up data.
- Reconciles all bank accounts.
- Works with the Registrar to reconcile the registration numbers; to the financial records.
- **Work closely with, and provide active: Leadership, collaboration, direction and support to the following:** Asst. Treasurer, Fundraising, Financial Coordinator, Sponsorship Coordinator, Team Treasurers, Financial Reviewers.
- **Timely response:** To queries, and/or request(s) for support should issues arise.
- **Volunteer Bond Category – This is a ‘Full Credit Position’.**

40.6 Director of Branding & Equipment

The person elected to the position of Assistant Director of Branding & Equipment for the previous term shall fill the Director office upon completion of their term.

Duties of the Director of Branding & Equipment includes, but is not limited to:

- Attend and participate at monthly Board Meetings.
- Attend the Annual General Meeting.
- Reports to the Vice President Off-Ice.
- Has voting rights.
- 2-year term.
- In absence of an Assistant Director of Branding & Equipment, the Director of Branding & Equipment also assumes those responsibilities.
- Responsible to work with the approved apparel provider.
- Controls access to the equipment room.
- Ensures consistency in presentation, standardization and imagery of SW Hockey.
- Responsible for all equipment and jerseys; managing the purchases and maintenance of such and may also keep information on recommended equipment for players/goalies.
- Shall recommend and oversee purchases of new and replacement equipment.
- Authority / approval of communication, imagery and standardizations of SW Hockey.
- Budget & Approval Reporting:



- Prepares yearly equipment budget and provides an inventory list & budget requirement(s) for equipment prior to SW Hockey budget meeting.
- Ensures quarterly reports are done by the approved apparel provider, and are communicated to the Vice President Off-ice, and Treasurer for review.
- Reports to the Board on needs, changes or items not budgeted for, and must receive approval from the Board.
- Obtains three (3) bids; written quotes on all purchases over \$500.
- Signs-off on all approved expenses; specifically related to equipment purchases.
- Inventory, Distribution & Collection
 - Ensures that 'Respect' or 'Stop' patches/crests are visible on all jerseys.
 - Proper storage and record of jerseys in the off-season.
 - Maintains accurate inventory of all distributed jerseys, unused jerseys, goalie equipment and other such inventory as requested.
 - Manages replacement of lost jerseys & equipment.
 - Oversee repairs to damaged jerseys & equipment.
 - Dispose of equipment no longer needed by SW Hockey.
 - Distribute jerseys to Head Coaches at beginning of the season and informs coaches that game jerseys are **NOT** to be worn during practices.
 - Distribute goalie equipment to all U9 Head Coaches consisting of; an equipment bag, leg pads, chest protector, blocker, glove/catcher and throat protector.
 - Obtain postdated deposit cheque(s) from Head Coaches or Team Managers for such jerseys & equipment; as approved by the Board.
 - Shall maintain miscellaneous equipment needs for the U7 program.
 - Ensures that all jerseys & equipment are returned to stock by May 30th.
- Evaluations
 - Works with the Director of Evaluations and Director of Volunteers with regards to specific equipment related requests.
- Apparel
 - Responsible for all apparel and apparel sales.
 - Ensures that apparel is present at all Association functions and will communicate with appropriate Director when apparel will be sold at SW Hockey event to ensure the presentation will work with regards to space requirements.
- **Work closely with, and provide active: Leadership, collaboration, direction and support to the following:** Branding, Apparel, and any portfolio in which branding is required.
- **Timely response:** To queries, and/or request(s) for support should issues arise.
- **Volunteer Bond Category – This is a 'Full Credit Position'.**

40.7 Director of Coaches

The person elected to the position of Assistant Director of Coaches for the previous term shall fill the Director office upon completion of their term.

Duties of the Director of Coaches includes, but is not limited to:

- Attend and participate at monthly Board Meetings.
- Attend the Annual General Meeting.
- Reports to the Vice President On-Ice.
- Has voting rights.



- 2-year term.
- In absence of an Assistant Director of Coaches, the Director of Coaches shall also assume those responsibilities.
- Shall **NOT** act as a Head Coach of any team in SW Hockey.
- If successfully chosen, could act as an Assistant Coach, and will be expected to fulfill all coaching requirements to be on the official team roster.
- Mentor and support coaches throughout the year.
- This position is **highly administrative** during registration until the end of November.
- Working knowledge of Excel, Google Drive would be strong asset, but not required.
- **Being responsible for:**
 - Understanding the required coaching certifications for being on the roster.
 - Overseeing the Police Information Check (PIC) process and ensures **ALL** coaches are compliant by the required deadline.
 - Ensuring **ALL** coaches have proper certification for the Association as per the guidelines set by SW Hockey, Hockey Calgary, Hockey Alberta & Hockey Canada by the required deadline.
 - Team roster verifications to ensure coaches list have all their respective certifications by the deadline.
- **Proactively overseeing disputes by:**
 - Arbitrating disagreements that arise among coaches and/or between members and coaches.
 - Having an understanding of the internal Game and Conduct Policy process.
 - Participating in coach disciplinary hearings and grievances; as required.
 - This may include attending disciplinary hearings with Hockey Calgary
 - Working with the Vice President On-Ice and Assistant Director of Coaches – regarding any participant or coach suspension(s), and reporting all suspensions to the President, Administrator and Registrar.
- Develops and maintains coach mid-season and/or year-end evaluations.
- Coach reviews and reference checks completed as required.
- Host all coaches' meetings.
- Shall be responsible for selecting and appointing Division Leads.
- Distribute related Hockey Calgary, Hockey Alberta or Hockey Canada information, in a timely manner, to coaches.
- Ensures each coach has access to up-to-date Hockey Calgary Rules & Regulations.
- Along with the Vice President On-Ice, attend any Hockey Calgary meeting(s) for placement and seeding of teams.
- Randomly choose three (3) ice times/month to watch; one (1) game and two (2) practices.
- **Work closely with, and provide active: Leadership, collaboration, direction and support to the following:** Asst. Coach, Head Coaches, Assistant Coaches, Division Leads and Mentors.
- **Timely response:** To queries, and/or request(s) for support should issues arise.
- **Volunteer Bond Category – This is a 'Full Credit Position'.**

40.8 Director of Development

The person elected to the position of Assistant Director of Development for the previous term shall fill the Director office upon completion of their term.

Person(s) nominated for the Director and Assistant Director of Development role must have prior coaching and or development experience.



Duties of the Director of Development includes, but is not limited to:

- Attend and participate at monthly Board Meetings.
- Attend the Annual General Meeting.
- Reports to the Vice President Off-Ice.
- Has voting rights.
- 2-year term.
- In absence of an Assistant Director of Development, the Director of Development shall also assume those responsibilities.
- Provides a detailed financial summary of the program(s) monthly, as well as an overall summary at year-end.
- Develops, implements and manages the annual participant, coach & goalie development program(s). Coordination through various specialty clinics can occur; as Board approved.
- An outside company may be used as a resource for creating and/or providing on-ice instruction for the development program(s); as approved by the Board.
- Plans, coordinates and oversees the annual Prep / Conditioning Camp.
- Presents concerns to the Board for review and if needed, the Disciplinary Committee may become involved.
- Field calls/emails from coaches and/or parents with regards to the program(s) offered.
- **Work closely with, and provide active: Leadership, collaboration, direction and support to the following:** Asst. Director of Development, and Junior Coaches.
- **Timely response:** To queries, and/or request(s) for support should issues arise.
- **Volunteer Bond Category – This is a ‘Full Credit Position’.**

40.9 Director of Evaluations

The person elected to the position of Assistant Director of Evaluations for the previous term shall fill the Director office upon completion of their term.

Duties of the Director of Evaluations includes, but is not limited to:

- Attend and participate at monthly Board Meetings.
- Attend the Annual General Meeting.
- Reports to the Vice President On-Ice.
- Has voting rights.
- 2-year term.
- In absence of an Assistant Director of Evaluations, the Director of Evaluations shall also assume those responsibilities.
- Responsible for coordinating and overseeing player / goalie evaluations and ensure participants are assigned to teams at their appropriate playing levels.
- Arbitrate disputes arising during the course of evaluations and updates the Board.
- Shall Chair the ongoing Evaluation Review Committee and present proposals to the Board for changes to the participant evaluation process.
- Attend as many ice times as required to confirm evaluation processes are being followed.
- In communication with the Director of Volunteers regarding evaluator Volunteer Bond hours.
- Works with the Director of Branding & Equipment, and the Director of Volunteers to ensure all necessary equipment is available. For example; helmet stickers, check-in sheets etc.
- **Responsible for:**
 - Administering the existing evaluations framework as per the Evaluations Policy and Procedures of SW Hockey.



- Overseeing all player team assignments (including goalies), each hockey season.
- Overseeing a support team of approximately 20 direct volunteer Coordinators.
- **Role Requirements:**
 - This position is extremely administrative in nature; and while some hockey knowledge is preferable, the Director will rely on their team of evaluators for specific hockey knowledge.
 - This position requires strong organizational skills.
 - This person should also be a clear communicator.
 - Have strong computer skills; with particular proficiency with MS Excel, MS Outlook, and live Google Docs.
- **Time Commitment:**
 - Planning stages occur through the summer months.
 - The position has an **EXTREMELY high time commitment**; being a near full-time role from mid-August through to the end of September.
 - Required to be available (& generally be at the rink) evenings & weekends during the month of September.
 - Once evaluations are completed, the Director of Evaluations is a contributing member of the Board of Directors.
- **Work closely with, and provide active: Leadership, collaboration, direction and support to the following:** Assistant Director of Evaluations, Eval Leads and Coordinators, as well as Evaluators, on-ice eval helpers, Eval Bench Support, and Eval Time Keepers.
- **Timely response:** To queries, and/or request(s) for support should issues arise.
- **Volunteer Bond Category – This is a ‘Full Credit Position’.**

40.10 Director of Fundraising

The person elected to the position of Assistant Director of Fundraising for the previous term shall fill the Director office upon completion of their term.

Duties of the Director of Fundraising includes, but is not limited to:

- Attend and participate at monthly Board Meetings.
- Attend the Annual General Meeting.
- Reports to the Treasurer/Secretary.
- Has voting rights.
- 2-year term.
- In absence of an Assistant Director of Fundraising, the Director of Fundraising shall also assume those responsibilities.
- Submits written reports to the Board, as required.
- Is the contact for the Alberta Gaming, Liquor and Cannabis Commission (AGLC); in conjunction with the Treasurer/Secretary.
- Responsible for organizing and executing fund-raising projects that require AGLC licensing, on behalf of the Association.
- Performs the administration and responsible for organizing and executing Casinos on behalf of the Association.
- Acts as a signing authority for expenses specifically related to fund-raising projects.
- Ensures all money collected, along with applicable documentation from fund-raising projects is handed over to the Treasurer/Secretary upon completion of the event/project.
- Ensures that there is appropriate licensing for all Association fund-raising projects / events.



- Prepares/approves Levy credits and provides this to the Treasurer/Secretary for processing.
- Works closely with the Director of Volunteers with regards to the fund-raising opportunities.
- In conjunction with the Board, sets fund-raising goal(s); based on need(s) of SW Hockey.
- **Work closely with, and provide active: Leadership, collaboration, direction and support to the following:** Assistant Director of Fundraising, Fundraising Committee and Team Raffle Liaisons.
- **Timely response:** To queries, and/or request(s) for support should issues arise.
- **Volunteer Bond Category – This is a ‘Full Credit Position’.**

40.11 Director at Large

The purpose of the Director at Large position is to be filled by someone who has previous experience on the SW Hockey Board of Directors. This person will have an active role on the Southwest Hockey Board of Directors, and needs to have enough experience to effectively provide guidance and direction to the Board while representing the interests of **all** members.

The person who fills the seat as Director at Large can be nominated by any current member in good standing with SW Hockey. The nomination is to be presented to the SWH Board of Directors and the acceptance of the nomination is to be voted on at a BOD meeting.

The person voted in to the position by the Board of Directors; will have previously, for a minimum of 2-years held a position on the SWH Board. A maximum of four (4) Director at Large positions are to be filled at any one time. It is not mandatory for any or all seats to be filled.

Duties of the Director at Large include but are not limited to:

- Attend and participate at monthly Board Meetings.
- Attend the Annual General Meeting.
- Reports to the President.
- Has voting rights.
- 2-year term.
- All Director at Large positions will assist with internal Game and Conduct incidents as per the SW Hockey: Policies & Procedures, Bylaws, Hockey Calgary Rules & Regulations, Hockey Alberta guidelines and/or Hockey Canada guidelines.
- In addition to Game and Conduct, assist; as required, within a minimum of two (2) portfolios or Special Projects; as approved by the Board.
- Is prohibited from holding any other position on the Board of Directors.
- Is permitted to coach, so long as all required certifications (including a PIC) are completed by the required deadline(s).
- Is prohibited from sitting on any other Board of Directors that has a conflict of interest with SW Hockey. Full disclosure is mandatory.
- Is able to preside at all General Meetings and Special Meetings of the Association; and all meetings of the Executive; in absence of the President and as requested.
- Accompany the President or represent SW Hockey at various external meetings; such as Operations Committee, Hockey Calgary meetings etc., as requested.
- Liaise, and field calls and/or emails from members; bringing concerns forward to the Board.
- **Volunteer Bond Category – This is a ‘Full Credit Position’.**



40.12 Director of Volunteers

The person elected to the position of Assistant Director of Volunteers for the previous term shall fill the Director office upon completion of their term.

Duties of the Director of Volunteers includes, but is not limited to:

- Attend and participate at monthly Board Meetings.
- Attend the Annual General Meeting.
- Reports to the Vice President Off-Ice.
- Has voting rights.
- 2-year term.
- In absence of an Assistant Director of Volunteers, the Director of Volunteers shall also assume those responsibilities.
- Point of contact for SW Hockey, regarding volunteer opportunities.
- Will select up to sixteen (16) Volunteer Leads depending on the number of shifts required for each week during evaluations.
- Ability to assign members to volunteer opportunities in special events, tournaments, and other positions as requested by the Board.
- Responsible for tracking the Volunteer Bond for the membership and keeps the Board up to date with the program.
- Works with the Administrator and/or Treasurer in management of the VB finances.
- During evaluations, schedule Welcome Table, Dressing Room & Eval Clock volunteers.
- Requests evaluation grouping of participants in order to “sign-in” the players during evaluations and to distribute helmet numbers and/or jersey assignments accordingly.
- Participants who are not listed on the evaluation / registration sheet should be immediately reported to the Evaluation Division Lead Coordinator, and then the member must contact the Registrar immediately.
- Provides phone contact list at the Welcome Table; including the Director of Volunteers, Eval Division Lead Coordinators, Director of Evaluations, and Assistant Director of Evaluations; in order to report discrepancies immediately during the participant check-in process.
- Communicates with Director of Fundraising regarding fundraising volunteer opportunities.
- **Work closely with, and provide active: Leadership, collaboration, direction and support to the following:** Assistant Director of Volunteers, Volunteer Leads, Event Volunteers, Welcome Table Volunteers, along with any other portfolio that requires volunteers, and assist with general volunteer inquiries
- **Timely response:** To queries, and/or request(s) for support should issues arise.
- **Volunteer Bond Category – This is a ‘Full Credit Position’.**

40.13 Assistant Director of Coaches

The person elected to the position of Assistant Director of Coaches, shall fill the position of Director of Coaches; upon completion of their term.

Duties of the Assistant Director of Coaches includes, but is not limited to:

- 2-year term (4-year commitment).
 - **Immediately following this Assistant Director role, the person automatically rolls into the Director role for an additional 2-year term; totaling a 4-year commitment.**



- Reports to the Director of Coaches.
- Attend the Annual General Meeting.
- Is not required to attend the monthly Board meetings.
 - Although, in the absence of the Director the Assistant may attend if required.
- Must complete a Police Information Check; as set by the Board – by the communicated deadline; in order to remain on a team roster (when applicable).
- Non-voting. If the Director position is vacant, the Assistant will carry the vote for that portfolio until such time that the Director position has been filled.
- In absence of a Director of Coaches, the Assistant Director of Coaches shall assume the responsibilities of the Director; upon Executive approval.
- If successfully chosen, could act as a Head Coach or an Assistant Coach.
- Responsible for understanding required certifications to obtain a rostered coaching position.
- Responsible to ensure required certifications (as directed by SW Hockey, Hockey Calgary, Hockey Alberta and Hockey Canada) are completed by the communicated deadline.
- Responsible to ensure all completed certifications are properly listed on a coach HCR profile (as showing on the Official Team Roster).
- In conjunction with the Director of Coaches, the Assistant will **support & assist (as required) in the following:**
 - Shadow and observe the role of Director of Coaches.
 - Assist in the selection of coaches.
 - Arbitrate any disputes arising during the course of the season.
 - Address participant / coach suspensions.
 - Team placement & seeding of teams.
 - Annual coach meetings.
 - Coaching evaluations and opportunities.
 - Mentor and support coaches throughout the year.
 - Randomly choose 3 ice times per month to observe (1 game & 2 practices).
- **Coach Development:**
 - Develops and manages programs for:
 - Development of Coaches: Assists coaches with practices and game reviews; as required.
 - Development of Coach Mentors
 - Recruits additional coach mentors; as required.
 - Reviews requests from teams for coach mentors, and assigns as required.
 - Develop and maintain Coaching Resources (practice plans, NDL guidelines etc.).
 - Provides supplementary training and development for coaches; as required.
- **Work closely with, and provide active: Leadership, collaboration, direction and support to the following:** Director of Coaches, Head Coaches, and Assistant Coaches.
- **Timely response:** To queries, and/or request(s) for support should issues arise.
- **Volunteer Bond Category – This is a ‘Full Credit Position’.**

40.14 Assistant Director of Development

The person elected to the position of Assistant Director of Development, shall fill the position of Director of Development; upon completion of their term.

Duties of the Assistant Director of Development includes, but is not limited to:

- 2-year term (4-year commitment).



- **Immediately following this Assistant Director role, the person automatically rolls into the Director role for an additional 2-year term; totaling a 4-year commitment.**
 - Reports to the Director of Development.
 - Attend the Annual General Meeting.
 - Is not required to attend the monthly Board meetings. Although, in the absence of the Director the Assistant may attend if required.
 - Non-voting. If the Director position is vacant, the Assistant will carry the vote for that portfolio until such time that the Director position has been filled.
 - In absence of a Director of Development, the Assistant Director of Development shall assume the responsibilities of the Director; upon Executive approval.
 - Support the yearly plan and budget; as determined by the Board.
 - Assist and support the development and implementation of the participant, coach and goalie development program(s) as approved by the Board.
 - Assist with the yearly Prep Camp (held in August).
 - Field calls/emails from Coaches and/or parents with regards to the program.
 - **Work closely with, and provide active: Leadership, collaboration, direction and support to the following:** Director of Development and Junior Coaches.
 - **Timely response:** To queries, and/or request(s) for support should issues arise.
 - **Volunteer Bond Category – This is a ‘Full Credit Position’.**

40.15 Assistant Director of Evaluations

The person elected to the position of Assistant Director of Evaluations, shall fill the position of Director of Evaluations; upon completion of their term.

Duties of the Assistant Director of Evaluations includes, but is not limited to:

- 2-year term (4-year commitment).
 - **Immediately following this Assistant Director role, the person automatically rolls into the Director role for an additional 2-year term; totaling a 4-year commitment.**
- Reports to the Director of Evaluations.
- Attend the Annual General Meeting.
- Is not required to attend the monthly Board meetings. Although, in the absence of the Director the Assistant may attend if required.
- Non-voting. If the Director position is vacant, the Assistant will carry the vote for that portfolio until such time that the Director position has been filled.
- In absence of a Director of Evaluations, the Assistant Director of Evaluations shall assume the responsibilities of the Director; upon Executive approval.
- In conjunction with the Director of Evaluations **supports and assist (as required):**
 - Shadow and observe the role of the Director of Evaluations.
 - Ensures the Evaluation Assistants are informed of evaluation guidelines and able to provide support to evaluators during sessions.
 - Responsible for assisting the Director of Evaluations in the coordination and overseeing of evaluations to ensure participants are assigned to teams that are appropriate for their playing levels.
 - Assist the Director of Evaluations to arbitrate any disputes arising during the course of evaluations.



- Assist the Director of Evaluations with any ongoing evaluation process review and present to the Board; any changes to the evaluation process.
- Should attend all ice times for 2 of 6 divisions during evaluations.
- Assist with overseeing the Evaluation Support volunteers.
- **Work closely with, and provide active: Leadership, collaboration, direction and support to the following:** Director of Evaluations, Evaluation Leads and Coordinators, Evaluators, On-Ice Helpers, Eval Bench Support, Eval Time Keepers
- **Timely response:** To queries, and/or request(s) for support should issues arise.
- **Volunteer Bond Category – This is a ‘Full Credit Position’.**

40.16 Assistant Director of Fundraising

The person elected to the position of Assistant Director of Fundraising, shall fill the position of Director of Fundraising; upon completion of their term.

Duties of the Assistant Director of Fundraising includes, but is not limited to:

- 2-year term (4-year commitment).
 - ***Immediately following this Assistant Director role, the person automatically rolls into the Director role for an additional 2-year term; totaling a 4-year commitment.***
- Reports to the Director of Fundraising.
- Attend the Annual General Meeting.
- Is not required to attend the monthly Board meetings. Although, in the absence of the Director the Assistant may attend if required.
- Non-voting. If the Director position is vacant, the Assistant will carry the vote for that portfolio until such time that the Director position has been filled.
- In absence of a Director of Fundraising, the Assistant Director of Fundraising shall assume the responsibilities of the Director; upon Executive approval.
- In conjunction with the Director of Fundraising will **support and assist (as required):**
 - Shadow and observe the role of the Director of Fundraising.
 - With the support of the Director of Fundraising, develop an understanding of the requirements and process under AGLC to obtain licenses and other required paperwork to support the bi-annual Casinos and licenses; and other requirements to support major fundraising projects.
 - Shall assist the Director with fundraising efforts as decided on by the Board.
 - Assist the Director of Fundraising in promoting Association events and soliciting volunteers when required.
 - Assist the Director with reaching the target fundraising goal(s) for the season.
- **Work closely with, and provide active: Leadership, collaboration, direction and support to the following:** Director of Fundraising, Fundraising Committee, Team Raffle Liaisons.
- **Timely response:** To queries, and/or request(s) for support should issues arise.
- **Volunteer Bond Category – This is a ‘Full Credit Position’.**

40.17 Assistant Treasurer

The person elected to the position of Assistant Treasurer, shall fill the position of Treasurer/Secretary; upon completion of their term, and should have a financial background; preferably a professional accounting designation.



Duties of the Assistant Treasurer includes, but is not limited to:

- 2-year term (4-year commitment).
 - **Immediately following this Assistant role, the person automatically rolls into the Treasurer/Secretary role for an additional 2-year term; totaling a 4-year commitment.**
- Reports to the Treasurer/Secretary.
- Attend the Annual General Meeting.
- Is not required to attend the monthly Board meetings. Although, in the absence of the Treasurer/Secretary the Assistant may attend if required.
- Non-voting. If the Treasurer/Secretary position is vacant, the Assistant will carry the vote for that portfolio until such time that the Director position has been filled.
- In absence of a Treasurer/Secretary, the Assistant Treasurer shall assume the responsibilities of the Treasurer/Secretary; upon Executive approval.
- In conjunction with the Treasurer/Secretary will **support and assist (as required)**:
 - Shadow and observe the role of the Treasurer/Secretary.
 - Assist the Treasurer/Secretary with overseeing the books, and properly accounting for funds and keep such books; as may be directed.
 - Assists Treasurer/Secretary in presenting detailed account of receipts and disbursements to the Board; as requested. Prepares for submission to the Annual General Meeting, a statement duly audited of the financial position of the Society.
 - Support all teams with regards to the process of setting up team bank accounts.
 - Point of contact for all teams with regards to team finances.
 - Ensures teams are sending out monthly budget/finance information to their teams. Review a 'Year to Date' team budget spreadsheet from each team, twice a year; along with the Treasurer/Secretary.
 - In conjunction with the Administrator; ensure all team bank accounts have been closed at the end of the season.
- **Work closely with, and provide active: Leadership, collaboration, direction and support to the following:** Treasurer/Secretary, Sponsorship, Financial Coordinator, and Team Treasurers.
- **Timely response:** To queries, and/or request(s) for support should issues arise.
- **Volunteer Bond Category – This is a 'Full Credit Position'.**

40.18 Assistant Director of Volunteers

The person elected to the position of Assistant Director of Volunteers, shall fill the position of Director of Volunteers; upon completion of their term.

Duties of the Assistant Director of Volunteers includes, but is not limited to:

- 2-year term (4-year commitment).
 - **Immediately following this Assistant Director role, the person automatically rolls into the Director role for an additional 2-year term; totaling a 4-year commitment.**
- Reports to the Director of Volunteers.
- Attend the Annual General Meeting.
- Is not required to attend the monthly Board meetings. Although, in the absence of the Director of Volunteers, the Assistant may attend if required.
- Non-voting. If the Director of Volunteers position is vacant, the Assistant will carry the vote for that portfolio until such time that the Director position has been filled.
- In absence of a Director of Volunteers, the Assistant Director of Volunteers shall assume the responsibilities of the Director; upon Executive approval.
- In conjunction with the Director of Volunteers; will **support and assist (as required)**:



- Point of contact for SW Hockey regarding volunteer opportunities.
- Ability to assign members to volunteer opportunities in special events, tournaments, and other positions as requested by the Director of Volunteers.
- Schedule the 'Welcome Table' volunteers.
- Request the evaluation grouping(s) of participants in order to "sign-in" the participants during evaluations and distribute helmet stickers (if using), and jersey assignments.
- Participants who are not listed on the evaluation / registration sheet should be **immediately** communicated to the Eval Lead and then directed to contact the SW Hockey Registrar; immediately.
- Communicates with the Director of Fundraising with regards to volunteer opportunities.
- **Work closely with, and provide active: Leadership, collaboration, direction and support to the following:** Director of Volunteers, Event Volunteers, Welcome Table Volunteers, Volunteer Leads, and Dressing Room volunteers along with any other portfolio where volunteers are required.
- **Timely response:** To queries, and/or request(s) for support should issues arise.
- **Volunteer Bond Category – This is a 'Full Credit Position'.**

40.19 Community Coordinator

One (1) Community Coordinator (which is a Board Coordinator position); shall be appointed by the Executive to fill the term.

Duties of the Community Coordinator include but are not limited to:

- 1-year term.
- Non-voting.
- Reports to the Vice President Off-Ice.
- Does not attend monthly Board Meetings; except by invite, as needed.
- Attends the Annual General Meeting.
- Oversees, and organizes all SW Hockey Special Events, as decided on by the Board.
- Organize and host the Welcome Back BBQ Event.
- Organize and host the Family Skate.
- Organize and host the Coaches Cup.
- Organize and host the SW Cougars Classic 3-on-3.
- **Timely response:** To queries, and/or request(s) for support should issues arise.
- **Volunteer Bond Category – This is a 'Full Credit Position'.**

40.20 Financial Coordinator

One (1) Financial Coordinator (which is a Board Coordinator position); shall be appointed by the Executive to fill the term.

Duties of the Finance Assistant Coordinator include but are not limited to:

- 1-year term.
- Non-voting.
- Reports to the Treasurer/Secretary.



- Does not attend monthly Board Meetings; except by invite, as needed.
- Attends the Annual General Meeting.
- Assist the Treasurer/Secretary with processing of accounts payable invoices
- Support all teams with regards to the process of setting up team bank accounts
- Point of contact for all teams with regards to team finances
- Ensures teams are sending out monthly budget/finance information to their teams.
- Review a 'Year to Date' team budget spreadsheet from each team, twice a year; along with the Treasurer/Secretary.
- 'Year to Date' team budget spreadsheets are received twice a year from all teams. Once by December 15th and again by April 1st
- In conjunction with the Administrator; ensure all team bank accounts have been closed at the end of the season.
- **Timely response:** To queries, and/or request(s) for support should issues arise.
- **Volunteer Bond Category – This is a 'Full Credit Position'.**

40.21 Goalie Coordinator

One (1) Goalie Coordinator (which is a Board Coordinator position); shall be appointed by the Executive to fill the term.

Duties of the Goalie Coordinator include but are not limited to:

- 1-year term
- Non-voting.
- Reports to the Director of Development.
- Does not attend monthly Board Meetings; except by invite, as needed.
- Attends the Annual General Meeting.
- Assists with goalie evaluations; as requested.
- In conjunction with the Director of Development will assist with supporting:
 - Skill development programs for goaltenders, as determined by the Board.
 - Implementation of the goalie development opportunities as per the Association initiatives.
 - Present ideas to the Board to help develop standard goaltender practice drills which could then be supplied to Head Coaches to help their teams.
- Observing team practices and games, to then provide feedback to the coaching staff.
- Monthly communication with the Head Coaches; to help support the needs and development of the goalies.
- Teams may request help from the Goalie Coordinator at any time during the season; whereby the Goalie Coordinator should be responsive to all requests
- In the event of disputes or disagreements with regards to goalie development, this should be brought to the Director of Development immediately.
- **Timely response:** To queries, and/or request(s) for support should issues arise.
- **Volunteer Bond Category – This is a 'Full Credit Position'.**

40.22 House League Coordinator

One (1) House League (HL) Coordinator (which is a Board Coordinator position); shall be appointed by the Executive to fill the term.

Duties of the House League Coordinator include but are not limited to:



- 1-year term.
- Non-voting.
- Reports to the Vice President On-Ice.
- Does not attend monthly Board Meetings; except by invite, as needed.
- Attends the Annual General Meeting.
- Shall act as a Liaison between the SCHHL Committee and the Board.
- Shall act as a Liaison with the SCHHL League Chair and SW Hockey.
- Attends SCHHL Committee Meetings; as required.
- Votes at a SCHHL Committee Meeting; in absence of the SW Hockey President.
- Responsible for ensuring the designated roles and responsibilities of SW Hockey are being fulfilled, for the SCHHL.
- Presents concerns to the SW Hockey Board for review.
- Participates in the organization and attends the final game celebration.
- Attends one (1) game for each team per season.
- Shall be familiar with the Hockey Calgary House League Operations Guide.
- Understands the participant registration rules and coaching requirements for the SCHHL.
- Ensures SW Hockey, HL members are included in SW Hockey Association activities.
- **Timely response:** To queries, and/or request(s) for support should issues arise.
- **Volunteer Bond Category – This is a ‘Full Credit Position’.**

40.23 Photography Coordinator

Up to two (2) Photography Coordinators (which is a Board Coordinator position); may be appointed by the Executive to fill the term.

Duties of the Photography Coordinator include but are not limited to:

- 1-year term.
- Non-voting.
- Reports to the Vice President Off-Ice.
- Does not attend monthly Board Meetings; except by invite, as needed.
- Attends the Annual General Meeting.
- Responsible for capturing photos of participants at Association events
- Develop ideas for stories and projects in collaboration with social media.
- Edit, process, distribute and upload photos in a timely manner, relative to the event.
- Professional photography experience is a bonus, but not required.
- Artistic skill and creativity in photography.
- Working knowledge in media editing software (Adobe, Photoshop, Lightroom etc.)
- Functional working knowledge of Dropbox
- Experience in videography is a bonus, but not required.
- **Timely response:** To queries, and/or request(s) for support should issues arise.
- **Volunteer Bond Category – This is a ‘Full Credit Position’.**

40.24 Sponsorship Coordinator

One (1) Sponsorship Coordinator (which is a Board Coordinator position); shall be appointed by the Executive to fill the term.

Duties of the Sponsorship Coordinator include but are not limited to:



- 1-year term.
- Non-voting.
- Reports to the Treasurer.
- Does not attend monthly Board Meetings; except by invite, as needed.
- Attends the Annual General Meeting.
- Develops a sponsorship program for the Association; which must be approved by the Board.
- Examples of items that may form part of the Sponsorship Program include:
 - Sponsor bars / patches on jerseys;
 - Sponsor logos on jersey bags;
 - Sponsorship for Association events such as; Welcome BBQ, Santa Skate, Coaches Cup and the 3-on-3.
 - Sponsorship through the Association website, social media etc.
 - Other activities or promotions; as approved by the Board.
- Actively pursues sponsorship opportunities on behalf of SW Hockey.
- Manages and supervises current sponsorship programs and sponsors.
- Coordinates with the Administrator to prepare approved letters of appreciation.
- Works with the Director of Branding and Equipment, Director of Fundraising, Vice President Off-Ice, Community Coordinator, and other members as required; in order to coordinate any further sponsorship activities.
- Ensures all money collected and/or applicable documentation is submitted to the Treasurer in a timely manner.
- Presents a report annually, or as requested to the Board; including the sponsorship activities for the current year, and projected activities for the upcoming year.
- **Timely response:** To queries, and/or request(s) for support should issues arise.
- **Volunteer Bond Category – This is a ‘Full Credit Position’.**

40.25 Administrator

The Administrator shall have the following job description:

- This position within the SW Hockey Association is a paid contract position.
- Remuneration for this position will be decided by the board.
- This position does not have voting rights at the monthly Board Meetings.
- Attend monthly Board Meetings, as required.
- Attend the Annual General Meeting, as required.
- Attend SW events and meetings, as required.
- Attend Hockey Calgary meetings, as required.
- Act as the primary contact for SWHA on all administrative duties for the Association, and conduct correspondence on behalf of the Program.
- Respond and communicate appropriate information to the membership in a timely manner.
- When attending monthly Board Meetings, assist with the maintenance of the minutes as well as the overall preparation required for each meeting to include such things as; distribute agenda, prepare documents, & presentations as required.
- When attending the Annual General Meeting, assist with the maintenance of minutes. Assist with distributing notification of the Meeting, Agenda and Minutes of previous meetings; prepare presentations and documents required and when needed; act as Recording Secretary for the Annual General Meeting.
- Assist with maintaining SWH documents; such as the Policies and Procedures as well as other related documents and manuals.



- Work with and provide oversight, guidance, administrative and clerical support to the various portfolios of the SWH Board of Directors.
- Strong writing and editing skills with strong attention to detail.
- Maintain sufficient inventory of rule books, game sheets, administrative supplies etc.
- Support and provide direction to the Team Managers.
- Support the Registrar and Webmaster, as requested.
- Maintain strict confidentiality in all respects of the members of Southwest Hockey.
- Keep social media channels updated and current. Monitor activity and user interactions; bringing concerns forward immediately. Oversees FB Buy and Sell page. Works closely with the Photography Coordinator regarding the compilation of graphics for social media.

40.26 Ice Scheduler

The Ice Scheduler shall have the following job description:

- This position within the SW Hockey Association is a paid contract position.
- Remuneration for this position will be decided by the board.
- This position does not have voting rights at the monthly Board Meetings.
- Attend monthly Board Meetings, as required.
- Attend the Annual General Meeting, as required.
- Attend SW events and meetings, as required.
- Attend Hockey Calgary meetings, as required.
- Schedule ice related requests for hockey events; such as, but not limited to; evaluations, tournaments, camps, programs and clinics, games and practices.
- Schedule ice according to the scheduling guidelines/parameters that have been provided, and allocated ice in a manner that is as equitable as possible to all teams.
- Schedules to be communicated in a professional and timely manner.
- Support the Registrar and Webmaster, as requested.
- Maintain strict confidentiality in all respects of the members of Southwest Hockey.

40.27 Registrar

The Registrar shall have the following job description:

- This position within the SW Hockey Association is a paid contract position.
- Remuneration for this position will be decided by the Board.
- This position does not have voting rights at the monthly Board Meetings.
- Attend monthly Board Meetings as required.
- Attend the Annual General Meeting as required.
- Attend SW events and meetings as required.
- Attend Registrar and Hockey Calgary meetings as required.
- Coordination of the registration process pre-season, including online registration setup and the update of any applicable documents.
- Manage all participant, coach and team profiles and rosters in compliance with all governing body requirements and deadlines.
- Ensure proper designation of provincially qualified teams.
- Collect all fees, including managing financial assistance requests.
- Coordinate with Director of Evaluations to release registration information to the required BOD & Coordinators in a timely fashion for the purpose of Evaluations.
- Coordinate with Director of Coaches to release coach certification information to the required BOD & Coordinators in a timely fashion for the purpose of preparing rosters.



- Respond to all correspondence (emails, phone calls, texts, etc.) in a timely manner. During Evaluations, quicker response time is required.
- Maintain strict confidentiality in all respects of all members of Southwest Hockey.

40.28 Webmaster

The Webmaster shall have the following job description:

- This position within the SW Hockey Association is a paid contract position.
- Remuneration for this position will be decided by the board.
- This position does not have voting rights at the monthly Board Meetings.
- Attend monthly Board Meetings as required.
- Attend the Annual General Meeting as required.
- Responsible for all website maintenance and management of domain name(s).
- Set up and maintain Registration page(s), including content for participant registration.
- Upload completed documentation provided by BOD
- Respond to correspondence in a timely manner.
- Maintain strict confidentiality in all respects of all members in Southwest Hockey.

40.29 Year End Financial Reviewers

Southwest Hockey requires two (2) volunteers to complete this task.

Duties will include, but are not limited to:

- Reports to the SW Hockey Treasurer / Secretary.
- Reviews the financials of the Association.
- Financial background required.
- **Timely response:** To queries, and/or request(s) for support should issues arise.
- **Volunteer Bond Category – This is a ‘Full Credit Position’.**

40.30 Goalie Div Lead

Up to two (2) Goalie Div Leads shall be selected by the Director of Development.

Duties of the Goalie Div Lead(s) include; but are not limited to:

- Length of term: Required for the duration of the season (Start of Pathway Skates to March).
- Non-voting
- Does not attend monthly Board Meetings
- Liaise between SWH teams and the Goalie Coordinator, Director of Development and Assistant Director of Development
- Reports to the Goalie Coordinator, Director of Development and Assistant Director of Development
- Evaluation duties include, but not limited to
 - Required during the full evaluation process, and assists with goalie evaluations.
 - Assist and support the Director and Assistant Director of Evaluations.
 - Liaise and coordinate with the third-party goalie organization.
 - Hand out, collect and track all goalie pinnies during the evaluation process; ensuring all pinnies have been returned at the conclusion of evaluations.
 - Collect Goalie Evaluation Data, and input data to create rankings. This is to be completed in conjunction with the Eval Off-Ice Leads.



- Along with the Director of Evaluations; compile final team placements for all goaltenders.
- Communicate with parents of goalies about ice times, throughout the evaluation process.
- Assist with organizing on-ice support for goalie evaluations.
- In-Season duties include, but not limited to
 - Assist with the implementation of the goalie development opportunities as per the Association initiatives.
 - Provide support to coaches with regards to goalie practice plans and drills.
 - Provide support to the Goalie Coordinator, Director of Development and Assistant Director of Development as required throughout the season
- **Timely response:** To queries, and/or request(s) for support should issues arise.
- **Volunteer Bond Category – This is a ‘Full Credit Position’.**

40.31 On-Ice Evaluation Coordinator

One (1) On-Ice Eval Coordinator shall be appointed by the Director of Evaluations to assist with overseeing the following age divisions:

- U7, U9 (House League included), U11 (& House League included), U13, U15 & U18

Duties of the On-Ice Eval Coordinator include but are not limited to:

- Length of term: Only required during evaluations.
- Non-voting.
- Does not attend monthly Board Meetings.
- Can attend the Annual General Meeting.
- Reports to the Director and Assistant Director of Evaluations.
- In conjunction with the Assistant Director of Evaluations:
 - Will oversee the on-ice operations of the evaluation process at one specified location (arena); on a nightly basis.
 - To ensure consistency in drills & evaluation skate management, the Evaluation Coordinator will be the primary contact for the On-Ice Eval Leads.
 - Will oversee on-ice activities to ensure consistency between ice times.
 - Will support Pathway Skates with drills to ensure consistency for players.
- **Work closely with, and provide active: Leadership, collaboration, direction and support to the following:** On-Ice Eval Leads, Assistant Coordinators and On-Ice Eval Helpers.
- **Timely response:** To queries, and/or request(s) for support should issues arise.
- **Volunteer Bond Category – This is a ‘Full Credit Position’.**

40.32 On-Ice Eval Lead

One (1) On-Ice Eval Lead shall be appointed by the Director of Evaluations for each of the following age divisions in which SW Hockey registers one (1) or more teams with Hockey Calgary:

U7	U9	U11	U13	U15	U18
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Duties of the On-Ice Leads include, but are not limited to:

- Length of term; only required during evaluations.
- Non-voting.



- Does not attend monthly Board Meetings.
- Can attend the Annual General Meeting.
- Reports to the On-Ice Eval Coordinator.
- Available to help on-ice with age groups evaluations, is required.
- Assisting with participant evaluations on-ice within their respective age division(s) and be a part of the Evaluation Committee.
- Supervises on-ice helpers that were assigned to your age division, and review the schedule of all on-ice helpers for correctness.
- Liaise with the Off-Ice Eval Coordinator; in the event a participant is not listed on the grouping list for evaluations – to ensure they are evaluated correctly on the ice.
- Liaise with the Goalie Div Lead to incorporate goalies into evaluation sessions
- Liaise between the On-Ice Helpers and the Director of Evaluations; as a first point of contact during the evaluation process.
- Support/provide direction to: On-Ice Helpers, Bench / Eval Time Keeping volunteers.
- **Timely response:** To queries, and/or request(s) for support should issues arise.
- **Volunteer Bond Category – This is a ‘Full Credit Position’.**

40.33 On-Ice Helpers

Multiple volunteers are required to assist with this task. Duties include, but are not limited to:

- Report to the On-Ice Eval Lead, or On-Ice Eval Coordinator.
- Ensure participants are in order according to the evaluation process.
- Check that participants have the proper protective hockey equipment.
- May need to accurately demonstrate drills that participants are to execute for evaluations.
- Keep the pace and flow of the drills to ensure the session is completed in the allotted time period; by monitoring the time each drill is taking.
- Do not share any of your personal insight with parents / players or other observers that may appear bias or alter the process.
- Before moving on to the next drill, verify with the On-Ice Eval Lead or On-Ice Eval Coordinator if the evaluators have had ample time and opportunity to review participants.
- **Timely response:** To queries, and/or request(s) for support should issues arise.
- **Volunteer Bond Category – Signing up is required. Refer to Approved Opportunity Sheet located on the SWH website, as well as Signup.com for applicable credits.**

40.34 Bench Volunteers

Multiple Bench Parent Volunteers will be required to assist with this task. Bench Parent Volunteers will be required for the Age Division of U9 and older.

Duties of the Bench Parent Volunteers include, but are not limited to:

- To sign up, you must utilize the volunteer link that is provided on the SW Hockey website.
- Bench Parent volunteers should not sign up for the age division that their child(ren) play in.
 - Bench Parents are **NOT** permitted on the same bench as their child.
- No ‘coaching’ or ‘cheering’ will be permitted while on the bench.
- Parents will take instruction from the On-Ice Eval Lead and/or the On-Ice Eval Coordinator; with respect to the participant(s) that may need more / less ice time, and may be required to “shuffle” the lines as directed.
- Check in with appropriate On-Ice Eval Lead and/or On-Ice Eval Coordinator, upon arrival.



- **Timely response:** To queries, and/or request(s) for support should issues arise.
- **Volunteer Bond Category – Signing up is required. Refer to Approved Opportunity Sheet located on the SWH website, as well as Signup.com for applicable credits.**

40.35 Evaluation Time Keepers

Multiple volunteers are required to assist with this task. Duties include, but are not limited to:

- **MUST ALREADY HAVE** a strong working knowledge of the time clocks.
- Start and stop time clock; as directed by On-Ice Eval Lead and/or On-Ice Eval Coordinator.
- Evaluation Time Keepers **should not** sign up for time keeping duties for the same age division in which their child(ren) is evaluating in.
- **Timely response:** To queries, and/or request(s) for support should issues arise.
- **Volunteer Bond Category – Signing up is required. Refer to Approved Opportunity Sheet located on the SWH website, as well as Signup.com for applicable credits.**

40.36 Off-Ice Evaluation Coordinator

One (1) Off-Ice Eval Coordinator shall be appointed by the Director of Evaluations to assist with overseeing the following age divisions:

- U7, U9 (House League included), U11 (& House League included), U13, U15 & U18

Duties of the Off-Ice Eval Coordinator include, but are not limited to:

- Length of term: only required during evaluations.
- Non-voting.
- Does not attend monthly Board Meetings.
- Can attend the Annual General Meeting.
- Reports to the Director and Assistant Director of Evaluations.
- **Working knowledge of Excel is required.**
- This role involves **a large amount of presence** at the arena during evaluations.
- Assisting with evaluations within their respective age division and be a part of the Evaluation Committee.
- Supervises the evaluators that were assigned to your age division and review the schedule of evaluators for correctness.
- Work with the Director and Assistant Director of Evaluations with inputting evaluation scores; as required. This Off-Ice Eval Coordinator is **NOT** permitted to enter the scores **of the age group that their own child(ren)'s evaluated with.**
- Liaise between the parents and the Director of Evaluations; as a first point of contact during the evaluation process.
- Immediately report concerns to the Director and Assistant Director of Evaluations.
- **Work closely with, and provide active: Leadership, collaboration, direction and support to the following:** Director / Assistant Director of Evaluations, Off-Ice Eval Leads, Off-Ice Eval Assistants, and evaluators; within your age division.
- **Timely response:** To queries, and/or request(s) for support should issues arise.
- **Volunteer Bond Category – This is a 'Full Credit Position'.**



40.37 Off-Ice Eval Lead

One (1) Off-Ice Eval Lead shall be appointed by the Director of Evaluations for each of the following age divisions; in which SW Hockey registers one (1) or more teams with Hockey Calgary:

U7	U9	U11	U13	U15	U18
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Duties of the Off-Ice Eval Coordinator include, but are not limited to:

- Length of term: only required during evaluations.
- Non-voting.
- Does not attend monthly Board Meetings.
- Can attend the Annual General Meeting.
- Report to their respective Off-Ice Eval Coordinator.
- **Working knowledge of Excel is required.**
- This role involves a large amount of presence at the arena during evaluations.
- Assisting with evaluations within their respective age division and be a part of the Evaluation Committee.
- Supervises the evaluators that were assigned to your age division and review the schedule of evaluators for correctness.
- Work with the Off-Ice Eval Lead with regards to inputting evaluation scores; as required. This Off-Ice Eval Lead is **NOT** permitted to enter the scores **of the age group that their own child(ren)'s evaluated with.**
- Point of contact for the Welcome Table volunteers; in the event that a participant is not listed on the grouping list for evaluations.
- Immediately report concerns to the Off-Ice Eval Lead for your age division.
- **Work closely with, and provide active: Leadership, collaboration, direction and support to the following:** Director / Assistant Director of Evaluations, Off-Ice Eval Assistants, and evaluators as needed.
- **Timely response:** To queries, and/or request(s) for support should issues arise.
- **Volunteer Bond Category – This is a ‘Full Credit Position’.**

40.38 Off-Ice Eval Assistant

One (1) Off-Ice Eval Assistant shall be appointed by the Director of Evaluations for each of the following age divisions; in which SW Hockey registers one (1) or more teams with Hockey Calgary:

U7	U9	U11	U13	U15	U18
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Duties of the Off-Ice Eval Assistant include, but are not limited to:

- Length of term: only required during evaluations.
- Non-voting.
- Does not attend monthly Board Meetings.
- Can attend the Annual General Meeting.
- Reports to the Off-Ice Eval Lead, for their respective age division.
- **Working knowledge of Excel is required.**
- This role involves a large amount of presence at the arena during evaluations.



- Assist the Off-Ice Eval Lead, Lead, On-Ice Eval Lead and Director & Assistant Director of Evaluations during the evaluation process.
- Will be responsible for data entry, as required.
 - This Off-Ice Eval Assistant is **NOT** permitted to enter the scores **of the group that their own child(ren)'s evaluated with.**
- Assist with supervising the evaluators that were assigned to your age division and review the schedule of evaluators for correctness.
- Point of contact, as needed, for the Welcome Table volunteers; in the event that a participant is not listed on the grouping list for evaluations.
- Assist the Off-Ice Eval Lead with communications; as required.
- Immediately report concerns to the Off-Ice Eval Lead; for further follow up to the Off-Ice Eval Coordinator.
- **Timely response:** To queries, and/or request(s) for support should issues arise.
- **Volunteer Bond Category – This is a ‘Full Credit Position’.**

40.39 Evaluators

Multiple evaluators will be required to assist with the evaluation process.

Duties of the evaluators include, but are not limited to:

- Length of term: only required during evaluations.
- Non-voting.
- Does not attend monthly Board Meetings.
- Can attend the Annual General Meeting.
- Reports to the:
 - Off-Ice Eval Coordinator
 - Off-Ice Eval Lead and/or
 - Off-Ice Eval Assistant; as assigned to.
- Will not evaluate the age division in which their child plays in.
- **Must attend** information session(s) **before being eligible** to perform evaluation duties.
- Expected to attend their assigned evaluation session(s).
- Must sign an “Evaluators Code of Ethics”, in order to evaluate.
- Evaluators may be asked to join ‘committee picks’ as deemed necessary; where confidentiality is paramount.
- Evaluate participants in accordance to the principles outlined in the Evaluation Guidelines; as determined by SW Hockey.
- **Timely response:** To queries, and/or request(s) for support should issues arise.
- **Volunteer Bond Category – Signing up is required. Refer to Approved Opportunity Sheet located on the SWH website, as well as Signup.com for applicable credits.**

40.40 Volunteer Lead

Up to eighteen (18) Volunteer Leads may be selected by the Director of Volunteers, depending on the number of shifts required for each week during evaluations, Prep Camp, Pathway Skates and Evaluations.

Duties of the Volunteer Lead include, but are not limited to:

- Length of Term: Only required during Prep Camp, Pathway Skates & Evaluations.



- Non-voting.
- Does not attend monthly Board Meetings.
- Can attend the Annual General Meeting.
- Reports to the Director of Volunteers.
- **Required** to attend **ALL** age category pathway, **and** eval skates, for their assigned week.
 - This is a shared role; so, Volunteer Leads will be required to coordinate their days with the other Volunteer Leads assigned to the week.
 - If the Volunteer Leads are not able to schedule themselves accordingly, then the Director of Volunteers will assign the Volunteer Leads to ensure there is coverage at all pathway and evaluation skates.
 - Volunteer Leads who do not share & complete the workload, may be removed from the position and their Volunteer Bond will be considered incomplete.
- Set up and take down the Welcome Table; as well as greet and instruct all volunteers arriving during their assigned shift(s).
- Gives clear directions to Welcome Table & Dressing Room Volunteers to the responsibilities of their shift and complete attendance on a Live Google Doc at the start of each shift.
- Ensures all volunteers have arrived for their shift, and that they understand their duties/expectations. Notify the Director of Volunteers immediately of any no shows.
- Answers questions and help direct members and participants to where they need to be.
- In conjunction with the Director of Volunteers, request the groupings of participants for Pathway / Evaluation Skates in order to sign-in the participants. This is also important during evaluations in order to distribute the chosen identification system for evaluating the participants. E.g. Helmet Stickers.
- **Evaluation Absences:** Must ensure the Welcome Table Volunteers understand they **MUST** communicate **ANY** participant evaluation absences **immediately** to the Eval Lead / Eval Assistant for the applicable age division.
 - Participants absences must be communicated to the Eval Lead / Eval Assistant **a minimum of 15-minutes PRIOR to** the evaluation start time.
- **Pathway Skate Absences:** Although Pathway Skates are optional, notification of absences should still be completed PRIOR to the end of the day to applicable Eval Lead / Eval Assistant. This is a good opportunity to ensure initial communications from Eval Leads / Eval Assistants are reaching the Members.
- **“Missing” Participants:** For participants who are NOT LISTED on the sign-in sheets; the Volunteer Lead **MUST** immediately communicate this to the appropriate Eval Lead for that Age Division.
 - **FAMILY MUST** contact the SW Registrar to inquire why they are not listed on the registration listing.
 - **Volunteer Lead would NOT** allow this participant on the ice due to insurance reasons and the Member (Parent) needs to contact the SW Registrar immediately.
 - **For insurance purposes participants are ONLY allowed on the ice, IF THEY ARE ON THE REGISTRATION LISTING.**
- Communicate any questions, problems, or concerns to the Director / Assistant Director of Volunteers.
- Keep track of bin supplies and notify the Director/Assistant Director right away if supplies are getting low and need replacement.
- Call and assist EMS if any emergency situation(s) arise.
- Will maintain / update the Welcome Table sign in sheets.
- **Timely response:** To queries, and/or request(s) for support should issues arise.
- **Volunteer Bond Category – This is a ‘Full Credit Position’.**



40.41 Welcome Table Volunteers

The Welcome Table position may be available at various events throughout the season; such as SW hosted Camps, the Cougars Classic 3-on-3, fundraising events, evaluations and social events. Multiple volunteers are required to assist with this task.

Welcome Table Volunteers MUST be able to clearly and effectively communicate general procedures and other important information to the member(s) when they are performing these duties; to help ensure a smooth process.

Duties include, but are not limited to:

- Report to the Director of Volunteers.
- Assisting with set up of the event.
- Greet members and help answer questions.
- Report concerns to the Director of Volunteers.
- Collection of required items; depending on the event.
- Check in participants accordingly; depending on the event.
- Any other tasks as required, as determined by the event.
- Volunteers are required to report to their Lead or the Director/Assistant Director of Volunteers to ensure their attendance is accounted for.
- **Timely response:** To queries, and/or request(s) for support should issues arise.
- **Volunteer Bond Category – Signing up is required. Refer to Approved Opportunity Sheet located on the SWH website, as well as Signup.com for applicable credits.**

40.42 Dressing Room Volunteers

Multiple Dressing Room Volunteers will be required to assist with this task. Dressing Room volunteers may be required for various events or camps hosted by Southwest Hockey, and will be scheduled by the Director of Volunteers.

Duties of the Dressing Room Volunteers include, but are not limited to:

- Supervising / & actively monitoring the dressing room for unwanted behaviour, and report concerns to the Director of Volunteers.
- The volunteer **MUST** be in the “vestibule area” of the dressing room; in order to ensure there is no unwelcome behaviour that is happening in the dressing room.
- Sessions will begin 1-hour prior to the scheduled ice time.
- In order to focus on assigned task(s), Dressing Room volunteers *may not* be assigned to the age division that their child(ren) play in. This will be at the discretion of the Director and/or Assistant Director of Volunteers.
- **Volunteer Bond Category – Signing up is required. Refer to Approved Opportunity Sheet located on the SWH website, as well as Signup.com for applicable credits.**

40.43 Division Lead

One (1) Division Lead shall be appointed by the Director of Coaches for each of the following Age Divisions, in which SW Hockey registers one or more teams with Hockey Calgary:

U7	U9	U11	U13	U15	U18
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Duties of the Division Lead include but are not limited to:



- Length of term: Required for the duration of the season.
- Non-voting.
- Does not attend monthly Board Meetings
- Liaise between SWH teams, Director of Coaches, Asst Director of Coaches and Administrator.
- Reports to the Director and Assistant Director of Coaches.
- Works with the Administrator, ensuring teams are aware of Association; communications, information, expectations and overall policies that are in effect for the season; as requested.
- Establishes a high visibility among the teams within their assigned division, encouraging parent engagement and ensuring appropriate behaviours.
- Supervises and guides the conduct of the teams within their assigned division. Should conflicts arise, will ensure teams are following proper game and conduct reporting procedures.
- Be familiar with SW Hockey Policies and Procedures
- Assists with monitoring and supporting the Attendance Policy.
- Attend disciplinary hearings; as required.
- Working knowledge of Excel may be required.
- **Volunteer Bond Category – This is a ‘Full Credit Position’.**

40.44 Coach Mentors

Coach Mentors may be assigned where their certifications meet the age division requirements.

Duties of the Coach Mentors include, but are not limited to:

- Supporting the development of practice plans, and drills.
- Coach Mentors are permitted to be on the bench for any SW Hockey team; as determined by the Director of Coaches, and as per Hockey Canada rostering policies.
- Observing team practices and games in order to provide feedback to the coaching staff.
- May be requested by the Director of Coaches to conduct a game / practice review with selected coaches. The number of reviews conducted each season will be on a case-by-case basis. Reviews that are completed should be written down and a copy of the feedback provided to the Director of Coaches, for possible onward review with the selected coach.
- Monthly communications with the Head Coaches.
- Coach Mentors will refer to the Hockey Canada / Hockey Alberta / Hockey Calgary guidelines for each specific age group when working with assigned coaches and teams.
- Teams may request help or evaluation from a Coach Mentor at any time during the season.
- The development programs could include such things as relevant practice plans, and participant progression plans through the hockey season. Therefore, working in conjunction with the Director and Assistant Director of Coaches may be required.
- Monitor team practices throughout the season to ensure processes are followed.
- **Volunteer Bond Category – This is a ‘Full Credit Position’.**

40.45 Junior Coaches

The purpose of having Junior Coaches is to provide mentoring and exposure for young athletes looking to develop their confidence and perhaps gain some coaching skills in a controlled, positive environment; with the support and guidance of qualified Head and Assistant Coaches.



Junior Coaching opportunities may be available in such programs as; CUBS, Prep Camp and U7 to U13 SW teams, and would be open to currently rostered SW U15 and U18 participants.

This opportunity can also be used as per the SW Hockey Volunteer Bond Program.

Duties include, but are not limited to:

- Reporting to the Director of Development
- Supporting the on-ice Coaches
- Encourage, guide and support the athletes who are participating in the camp / program.
- Bringing energy and enthusiasm to the session
- Being a fantastic role model, for the younger athletes.
- **Volunteer Bond Category – Signing up is required. Refer to Approved Opportunity Sheet located on the SWH website, as well as Signup.com for applicable credits.**

40.46 Head Coach

Maximum allowed is one (1) individual per team to complete this task.

Duties of the Head Coach include, but not limited to:

- Reports to the Director of Coaches.
- **General Acknowledgement:**
 - Recognize responsibility as a leader, educator/role model; and set a good example.
 - Adhering to any / all participant development mandates as set by the SW Hockey Board, in order to remain on the team roster.
 - Operating within the rules established by Hockey Calgary, Hockey Alberta and Hockey Canada.
 - Responding to directives of SW Hockey and operate the team within established Policies and guidelines.
 - Including and delegating responsibilities to the Assistant Coaches; with the execution of on-ice drills when possible.
 - Coach / instruct the team during practices and plan / implement all game preparation (pre, during & post).
 - Pursue objectives and directives through appropriate channels, and in a manner that is not detrimental to the team, League or SW Hockey.
 - Serve as the official spokesperson on behalf of the team.
 - Communicate with the Team Manager & encourages delegation of responsibilities. However, ultimate responsibility for activities rests with the Head Coach.
 - Supervision regarding delegated responsibilities is a necessary function of the Head Coach, who can make changes to their staff; in consultation with the Director of Coaches.
 - Comply with normal administrative directives of the Association and to also hold a team meeting at the beginning of the season, to ensure the team has adequate support personnel; as per the “Approved Roles of the Association”.
 - Develop a set of Team Rules that are clearly communicated and enforced equally on all participants. These rules should include making participants accountable for their actions; promoting respect and creating an environment which allows for learning. There is a template available via Southwest Hockey.
 - Networking with other coaches is encouraged.



- Keep careful documentation of any incidents or issues that arise among your team. This documentation could assist with the handling of any escalation in issues over the course of the season. This documentation can assist the Coaches, Director of Coaches and the SWH Game and Conduct Committee in the event of escalating concerns.
- **Conduct:**
 - Conduct towards; participants, parents / guardians, officials and other persons should be based on mutual respect and to be fair and reasonable.
 - Ensure proper supervision of the team, before, during and after all games and practices and accept reasonable responsibility for the conduct, safety and well-being of their participants.
 - Number one goal for every Coach is to develop all participants' skills and knowledge of the game and to prepare them to be able to compete at the next age level; ensuring that each participant has the maximum opportunity to develop their potential. There should be equal ice time for participants, measured over the course of about two (2) – three (3) games.
 - Teach participants to play fairly, respect the rules, officials and opponents.
 - Encourage and motivate participants towards enjoyment of the game, team concept, and skill development by building confidence and not ridiculing them.
 - Respect the use and access of team email addresses. It is **required** that **BCC:** is to be used when emailing families; unless **ALL** families agree otherwise.
- **Certification:**
 - Understand certification requirement(s), to obtain a spot on the coaching roster.
 - Ensure all completed certifications are properly listed on your HCR profile.
 - Ensure all required certifications as directed by SW Hockey, Hockey Calgary, Hockey Alberta and Hockey Canada have been completed by the deadline; in order to remain on the coaching roster.
 - Completing a Police Information Check (PIC), as set by the SW Hockey Board; by the deadline in order to remain on the coaching roster.
- **Volunteer Bond Category – This is a 'Full Credit Position'.**

40.47 Assistant Coach

The maximum allowed Assistant Coaches is four (4) individuals per team, to complete these tasks.

Duties include, but are not limited to:

- Reports to the Director of Coaches and the Head Coach.
- **General Acknowledgement:**
 - Must adhere to any / all participant development mandates; as set by the SW Hockey Board, in order to remain on the team roster.
 - Respect the use and access of team email addresses. It is **required** that **BCC:** is to be used when emailing families; unless **ALL** families agree otherwise.
 - Support the participant development program by SW Hockey.
 - Assist with pre-game preparation, and team operations during games.
 - Assist with the supervision of safety of the participants on and off the ice.
 - Assist with communications; as needed
 - Assist with establishing team rules; as needed.
- **Conduct:**



- Teach participants to play fairly; respect the rules, officials and opponents.
- Encourage and build confidence in participants and not ridicule them.
- Set a good example so participants have an Assistant Coach they can respect.
- **Certification:**
 - Understand required certifications in order to obtain a coaching position on a roster.
 - Ensures that all completed certification(s) are properly listed on your HCR profile.
 - Ensure you have all required certification(s) as directed by the Association, Hockey Calgary, Hockey Alberta and Hockey Canada; by the communicated deadline, in order to remain on the team roster.
 - Must complete a Police Information Check (PIC); as set by the Board, by the communicated deadline.
- **Attendance Tracker**
 - One (1) Assistant Coach must take record of team attendance; in accordance to the SW Hockey Attendance Policy.
 - Duties of the Attendance Tracker are, but not limited to:
 - Understanding of the SW Hockey Attendance Policy.
 - Use the provided spreadsheet to track team attendance.
 - Submit the spreadsheet by the 5th of each month; for recording.
 - Ensure Attendance Policy is communicated to the team. Team Rules can work in conjunction with the Attendance policy.
 - Absences are to be recorded accurately on the spreadsheet, and followed up on – in a timely manner.
 - If absences exceed 40% - there should be a preliminary meeting with the family to determine the reason(s) for the high number of absences.
 - If the Head Coach and Attendance Tracker are unsuccessful with the meeting, then they should reach out to their Division Lead for further support.
 - TeamSnap may be used for tracking attendance, **however** there must be confirmation of accuracy. For example; a parent may indicate their participant IS attending, but then they may not show up.
 - If the Assistant Coach in charge of tracking attendance was not at a practice or game, they should be following up with the Head Coach to ensure the attendance recording is accurate.
- **Volunteer Bond Category – This is a ‘Full Credit Position’.**

40.48 Team Manager

We require one (1) individual per team to complete this task.

Team Managers are directly responsible to the Head Coach, who shall be responsible for delegating specific duties. In general, Team Managers should assume responsibility for most of the **off-ice** organizational and administrative tasks, thus allowing the coach to concentrate on instruction and participant development **on-ice**.

Duties of the Team Manager include, but are not limited to:

- Reports to the SW Hockey Administrator & Head Coach.
- **General Acknowledgement:**



- Ensures all administrative tasks as per SW Hockey are completed; including the assurance that the Official Team Roster is on the participant bench at all times.
- If no Assistant Team Manager, the Team Manager must oversee those duties too.
- Is one (1) of two (2) required signatures for the Team Bank Account. The other signature required is from the Team Treasurer.
 - Ensures that the financial requirements are fulfilled.
 - Ensures that monthly updates are being sent to the team; by the Treasurer.
 - Monitors the collection of money and fundraising.
 - **NOTE:** signatories can **NOT** be connected in any way. Such as; but not limited to: spouses.
- Responsible for coordinating the “off-ice” team activities as determined and requested by the Head Coach.
- As requested from the Head Coach; can assist with booking additional ice practices, dry-land training etc.
- In conjunction with the Head Coach, organize the Parent Meeting. SW Hockey does provide a meeting template.
- Collect & submit all required forms; as requested.
- Work with coach and Assistant Manager, regarding team building activities.
- Work with the Team Tournament Coordinator with regards to obtaining Travel Permits, team transportation, accommodations etc.; as required.
- Ensure that the team Schedule Window(s) have been submitted to Hockey Calgary and the SW Hockey Ice Scheduler.
- Assists Head Coach in monitoring off-ice conduct and the safety of the participants.
- Ensures team role as a community and SW Hockey “ambassador” is maintained.
- Utilizes the OneClickIce – Scheduling Tool with regards to practice ice, and follows all policies regarding the scheduling of ice; as per SW Hockey.
- Ensures that Time and Score Keepers are scheduled for all games, along with Penalty Box volunteers.
- Enter game sheets in a timely manner and as mandated by Hockey Calgary.
- Report game suspensions to: SW Hockey Division Lead, Hockey Calgary League Chairs, SW Hockey Director and Assistant Director of Coaches.
- Solicit support from the parent group, regarding the activities of the team.
- Additional resources and responsibilities can be found on the SW Hockey website.
- **Communications:**
 - Assist with communications as required by SW Hockey and responds to directives and operates the team within established policies, guidelines and regulations.
 - Communicate appropriately with the coaching staff to support a cohesive team.
 - Responsible for team communications.
 - Liaise with Hockey Calgary League Chairs and Governors; as required.
 - Respect the use and access of team email addresses. It is **required** that **BCC:** is to be used when emailing families; unless **ALL** families agree otherwise.
- **Game and Conduct Process:**
 - Facilitates communication of concerns between the parent group and coaching staff.
 - If there are escalating concerns of incidents & disputes; that cannot be solved at a team level, then refer to the Game and Conduct Communication Tree.
- **House League:**
 - While there are similar volunteer positions for both Community and House League; the House League teams **must ensure** they are following all guidelines as per the House League Program.



- Contacts Administrator to confirm aspects of responsibilities that are required.
- **Volunteer Bond Category – This is a ‘Full Credit Position’.**

40.49 Assistant Team Manager

We require one (1) individual per team to complete this task. Works in conjunction with the Team Manager and also reports to the SW Hockey Administrator, in conjunction with the Director of Volunteers.

Duties include, but are not limited to:

- Helps organize the off-ice / team building activities that the Head Coach would like to book.
 - Sanction requirements to be confirmed with the Team Manager.
- Assists the Team Manager with monitoring deadlines:
 - Provide applicable support to the Team Manager to ensure SW Hockey and Hockey Calgary deadlines are being met.
 - Provides applicable support to the Team Manager to ensure TeamOps responsibilities are being met on a monthly basis.
- Schedules and ensures the Time Clock and Score Keeping has coverage for all games
- **Organizes at least one (1) “Cougars Give Back” Team Event** during the season. Ideas include; but are not limited to;
 - Being a ‘snow angel’
 - Become a Secret Santa for Seniors
 - Volunteer at the Calgary Food Bank
 - Rake leaves
 - Collect food, clothing, essentials for those in need.
- Sends team photos to the Association sharing and promoting their positive team experiences over the season.
 - Photos sent to: photos@southwesthockey.ca
 - Include a description of the team event / initiative
- Should any TeamOps positions remain vacant, such as but not limited to; Team Raffle Liaison, Jersey Parent, and Tournament Coordinator → the Assistant Manager would ALSO oversee those role(s) ensuring tasks have been covered, while also encouraging parent involvement, until the role(s) have been filled.
 - If teams find themselves in this position, they are to contact the Director of Volunteers for assistance with regards to the lack of parent/family involvement.
- Respect the use and access of team email addresses. It is **required** that **BCC:** is to be used when emailing families; unless **ALL** families agree otherwise.
- **Volunteer Bond Category – This is a ‘Full Credit Position’.**

40.50 Team Treasurer

We require one (1) individual per team to complete this task. Duties include, but are not limited to:

- Responds to the directives of the SW Hockey Board, and operates the team finances within established policies, guidelines and regulations.
- In conjunction with the Team Manager, will open the team bank account.
 - Must obtain the authorization letter from the SW Hockey Administrator.
 - Must open the account in accordance to the SW Hockey naming convention.



- Issue cheques for approved expenses.
- Responsible for team deposits.
- Is one (1) of two (2) required signatures for the team bank account. The other signature required is from the Team Manager.
 - **NOTE**: signatories can **NOT** be connected in any way. Such as; but not limited to: spouses.
- Develops, maintain and distributes team budget; which is to be agreed to **by a minimum of 75%** of the families.
- Provides copies of team financials, budget etc., to the SW Hockey Treasurer or SW Hockey Financial Coordinator; as requested.
- Collect, communicate and manage team funds.
- Must maintain current budget details of the team.
- **Must email monthly budget updates** to the team; even if there were no changes.
- Respect the use and access of team email addresses. It is **required** that **BCC**: is to be used when emailing families; unless **ALL** families agree otherwise.
- Ensures that all AGLC regulated fundraising is completed and submitted within the deadlines established by AGLC; as required with support from the Assistant Team Manager.
- In conjunction with the Team Manager; retain AGLC files and licensing; as regulated and mandated by AGLC.
 - If the team had a specific volunteering who managed the AGLC license who was not the Manager or Team Treasurer; then the volunteer whose name is on the license should hold the files (in the event the AGLC does an audit), with copies also being provided to the Team Treasurer and Manager.
- Maintains **all** invoices and receipts (not AGLC related) for a **period of 6 months FOLLOWING the end of the hockey season** (April to September). AGLC related paperwork is to be kept on file, as mandated by AGLC.
- Provide 'Proof of Closure' to the SW Financial Coordinator at the conclusion of the season.
- Forward excess 'publicly raised funds' to the SW Hockey Treasurer.
- **House League Teams:**
 - While there are similar volunteer positions for both Community and House League; the House League teams **must ensure** they are following all guidelines as per the House League Program.
 - Contact the Administrator to confirm what aspects of these responsibilities are required; if any. For example: House League teams do **NOT** require a team bank account, nor a specific team budget; as there are no 'cash-calls' or fundraising permitted. Therefore, this may not a separate volunteer bond position for House League.
- **Volunteer Bond Category – This is a 'Full Credit Position'.**

40.51 Team Raffle Liaison

We require one (1) individual per team to complete this task. Duties include, but are not limited to:

NOTE: This individual will be the liaison between their team and the SW Hockey Association; **ONLY when the Association is hosting a major fundraising project, such as a raffle (e.g., Cash Raffle).**

- Reports to the Director and Assistant Director of Fundraising.
- Function as the liaison between the team and the Fundraising Committee; as required.



- Must respect the use and access of team email addresses. It is **required** that **BCC:** is to be used when emailing families; unless **ALL** families agree otherwise.
- Help facilitate all major fundraising projects put on by SW Hockey; at the team level.
 - **NOTE:** Event specific details and materials will be provided by the SW Hockey Fundraising Committee.
- Assemble volunteers for the Major Fundraising projects; as needed.
- When there is a major Association raffle; duties include, but are not limited to:
 - The organization and tracking of the raffle; at the team level.
 - Issue and track all tickets to the families.
 - Ensure families understand the rules and requirements and incentives of the raffle, as provided by the Fundraising Committee.
 - Receiving monies, ticket stubs, and unsold tickets from participants and returning them to the Fundraising Committee during the scheduled mandatory monthly reconciliation meetings.
 - Minimum twice monthly cash deposits into designated SWHA fundraising account provided, using SW deposit slips. A copy must be sent to the Director and Asst. Director of Fundraising.
 - **NOTE:** If no deposit is required, an email must be sent in lieu indicating that a deposit wasn't required.
 - Make requests to the Fundraising Committee for additional tickets as required, and **immediately report any lost or stolen tickets to the Director of Fundraising.**
 - Attend scheduled mandatory drop off meetings, assisting with reconciliation of paperwork and stubs.
 - Complete AGLC Raffle Ticket Inventory for their team; and as per AGLC guidelines.
 - Reporting final individual and team ticket sales numbers for incentive payout.
 - Work with their team to source and coordinate PVSO (Public Venue Sales Opportunity), if the team chooses to do so.
 - Also organizes volunteers and participants for their PVSO.
 - Tracks ticket sales from the PVSO
- **Volunteer Bond Category – This is a 'Full Credit Position'. ONLY when the Association hosts a major fundraising project.**

40.52 Team Tournament Coordinator

We require one (1) individual per team to complete this task. Duties include, but are not limited to:

- Locate tournaments for your team, and present them to the team for a consensus.
- Must respect the use and access of team email addresses. It is **required** that **BCC:** is to be used when emailing families; unless **ALL** families agree otherwise.
- In conjunction with the Team Manager, is responsible for obtaining **all** required Travel Permits, Sanction Forms etc., as per Hockey Calgary regulations.
- Arrange for hotel accommodations.
- In conjunction with the Team Manager, ensures the Scheduling Window(s) have been applied for.
- Assist the Team Treasurer and Team Manager with regards to tournament registration fees.
- **House League Teams:**
 - While there are similar volunteer positions for both Community and House League; the House League teams **must ensure** they are following all guidelines as per the House League Program.



- Contact the Administrator to confirm what aspects of these responsibilities are required; if any. For example; House League teams are **NOT** permitted to participate in tournaments, and therefore this position is not a volunteer bond position for House League.
- **Volunteer Bond Category – This is a ‘Full Credit Position’.**

40.53 Time Keepers, Score Keepers, & Penalty Box (aka Off-Ice Officials)

Effective the 2022-2023 season, these positions are no longer included in the Volunteer Bond Program. However, these positions must still be filled and responsibilities adhered; to in accordance to the Hockey Calgary Rules and Regulations

40.54 Jersey Parents

Teams will require **a up to two (2) individuals** to fulfill the Jersey Parent role. Duties will include, but are not limited to:

- **U7 & House League (HL) Jersey Parents**
 - U7 & HL teams are provided with one (1) Association game jersey.
 - Therefore, **only one (1) Jersey Parent** is required for the full season.
- **U9 – U18 Jersey Parents**
 - **HOME Jerseys: One (1) Jersey Parent** will be responsible for these jerseys for the duration of the full season.
 - **AWAY Jerseys: One (1) Jersey Parent** will be responsible for these jerseys for the duration of the full season.
- **BOTH HOME and AWAY jerseys MUST be brought to EVERY game.**
- **Upon arrival to the game**, Jersey Parents drop the jerseys off to one of the coaches **outside** the dressing room; whereby the coach will distribute the jerseys to the participants.
- **End of Game:**
 - **U9 & U11 Teams:** Jersey Parents will then **only** enter the dressing room, and gather the jerseys **AFTER** the participants are re-dressed and coaches have concluded their post-game discussion with the participants.
 - **U13 up to U18: No parents are permitted in the dressing room for these age groups.** Jerseys are to be collected by the Coach (post-game), and then handed off to the Jersey Parent **outside** the dressing room
- Jerseys **must** be washed on a **CONSISTENT** basis. Washing instructions are provided at the start of the season and/or on the SW website at.
- Immediately report any repairs that are required; to the Director of Branding and Equipment.
- **Volunteer Bond Category – This is a ‘Full Credit Position’.**

40.55 SWHA Major Fundraising Committee

Southwest Hockey requires a committee of up to four (4) volunteers to assist with the major fundraising projects as decided on by the Association; such as, but not limited to AGLC Raffles.

Duties will include, but are not limited to:

- Report to the Director of Fundraising and / or the Assistant Director of Fundraising.
- Assist with communications to the Team Raffle Liaison(s).



- Must respect the use and access of team email addresses It is **required** that BCC: is to be used when emailing Team Raffle Liaisons.
- Assist with duties assigned to the Fundraising Committee, as determined by the Director and Assistant Director of Fundraising. Examples: Coordination of meetings, attending mandatory raffle ticket hand-out and drop-off meetings, raffle draws etc.
- Actively encourage participation in the fundraising projects.
- **Volunteer Bond Category – This is a ‘Full Credit Position’, ONLY** when the Association hosts a major fundraising project. If you are unsure if this position is available for the season, first contact the Director of Fundraising.

40.56 AGLC - Casino

Southwest Hockey will require **multiple** volunteers to assist with this event.

Duties include, but are not limited to:

- Reporting to the Director and/or the Assistant Director of Fundraising.
- AGLC and the Casino venue will outline expectations; which must be followed by all SW Hockey volunteers.
- Training is done on-site, at the time of the event.
- Various positions will be available, and will be communicated by the Director of Fundraising in advance of the Casino; to allow volunteers to sign up.
- To allow the most opportunity for SWH families to complete their Volunteer Bond, Casino positions can be limited to one (1) Casino Shift per family.
 - Exceptions can be made by the Director of Fundraising on a case-by-case basis.
- **Once a volunteer has signed up, attendance is crucial. The Casino venue cannot physically open if the required number of volunteers do not show.**
- If a volunteer has signed up for a Casino, and cancels **without the required notice as per SECTION 15.4**, then a Volunteer Bond penalty will be applied to the family account.
- This volunteer opportunity is not available every season. The Association must be approved by the AGLC in order to host a casino. These events occur approximately every 18-months.
- **Volunteer Bond Category**
 - One (1) worked Casino shift will fulfill the full SWH Volunteer Bond requirement.
 - Casino “Alternates” / “Backups”
 - The purpose of the “Alternate/Backup” positions is that these people can be called upon at the last minute to cover unforeseen cancellations. Therefore, if the Alternate/Backups receive a call any time during the Casino shifts, they **MUST** make themselves available for the shift(s) they signed up for.
 - One (1) credit will be provided, if the member signed up as an Alternate/Backup, but was not called upon to fill a Casino shift.
 - Full Bond will be provided, if the member was called in for a “no-show”/cancelled shift by another member.
 - No credit will be given if a member adds their name to the Alternate/Backup list, and if called upon, is unable to attend.

40.57 Picture Day Volunteers

SW Hockey requires up to three (3) volunteers. Duties include, but are not limited to:

- Reporting to the Administrator and Photographer on site.



- Assists with set-up and take-down as required.
- Must remain on-site for the duration of the shift.
- Duties will be posted on the SW Hockey website, for volunteers to sign-up.
- May be required to wear a "Volunteer T-Shirt" for increased visibility.
- **Volunteer Bond Category – Signing up is required. Refer to Approved Opportunity Sheet located on the SWH website, as well as Signup.com for applicable credits.**

40.58 Prep Camp

Multiple volunteers are required to complete this task. Duties vary from season to season. If there is a need for Prep Camp volunteers, these positions will be posted on the SW Hockey website.

- **Volunteer Bond Category – Signing up is required. Refer to Approved Opportunity Sheet located on the SWH website, as well as Signup.com for applicable credits.**

40.59 Cougars Classic 3-on-3

Multiple volunteers are required to complete this task. Duties vary from season to season. If there is a need for 3-on-3 volunteers, these positions will be posted on the SW Hockey website.

- **Volunteer Bond Category – Signing up is required. Refer to Approved Opportunity Sheet located on the SWH website, as well as Signup.com for applicable credits.**

40.60 Cardel Rec South

From time-to-time Cardel Rec South may request volunteers to participate in a committee or for an event. **Qualified & approved** volunteers would be eligible to fulfill their bond in this capacity. For more information if opportunities are available, contact the Administrator at: admin@southwesthockey.ca – **PRIOR approval IS required.**

- **Volunteer Bond Category – Depending on the role, the position will be approved on a case-by-case basis with regards to the eligibility towards fulfilling the Volunteer Bond.**

40.61 Hockey Calgary

Southwest hockey requires a minimum of one (1) volunteer for every seven (7) teams that SW Hockey registers; for the following Hockey Calgary opportunities:

- Hockey Calgary – Executive
- Hockey Calgary – Director
- Hockey Calgary – Division League Chair
- Hockey Calgary – Governor

Other Hockey Calgary roles may come available, and will be communicated accordingly. **Depending on the role, the position will be approved on a case-by-case basis with regards to the eligibility towards fulfilling the Volunteer Bond.**

Questions, concerns, or clarifications with regards to these Policies & Procedures can be sent to admin@southwesthockey.ca whereby your email will be directed to the appropriate Board of Director.

Yours in Hockey,

