Calgary Northstars Hockey Association (CNHA)

Team Management Handbook
2026-27

Revision: **Sept 2026**

The CNHA endeavours to provide a similar and equal experience for all players/teams. This document outlines the expectations of the management of each team at all age levels (not including Junior B). Parents are encouraged to review the document carefully to understand what they can expect during a season with the CNHA but also to understand their responsibilities as a positive participant in the association.

Each CNHA Team will be led by a Team manager who may be a parent volunteer or an outside volunteer as appointed by the Coach.

Section 1 Manager Duties:

1) **Chair and organize team meetings, including providing minutes of key decisions**
2) **Recruit Volunteers for team roles (outlined in detail below)**
3) **Delegate team duties, as outlined in this document, or other, to parents within the team.**
4) **Execute administrative tasks for proper team management**
5) **Communication link between CNHA, Coaching staff and league**

6) **Game Sheets**
    a. The manager is responsible for the timely submission of electronic game sheets (within 24 hours) and management of player rosters, affiliations, injured players, and suspensions.
    b. Electronic Scorekeeping resources - Flo Sports (formerly Hockey Tech)
        i. Link to a recording of the training session
        ii. Knowledge Base (FAQ) for Scorekeepers

c. All teams will be provided with an IPAD for scorekeeping purposes for the season. Teams will be responsible for returning it at the end of the season and will be responsible for replacement costs if it is damaged or lost.

d. Officials do not do a "write up" on the online game sheet. Officials will go to the AEHL website (with a QR code that will be provided and they enter the information and submit)

e. * Any write ups that may possibly have a suspension, please contact your respective governor

f. All tournament game sheets will NOT be entered into the system, a copy of the game sheet is to be forwarded to your governor

7) Official Rosters:

a. Rosters are completed into the system by the administrators at the beginning of the season once team numbers have been assigned. Please encourage your coach to choose these as soon as possible.

b. You will receive an official copy of your roster from CNHA administrator. Players and staff MUST be on this roster to participate in practices or games. During a game only 5 staff members can be on the bench – one of these staff members must include the Athletic Therapist.

8) Affiliations

a. Each team manager to work with the team coaching staff and CNHA GM to ensure affiliate players are assigned in a timely manner and according to the affiliation policies. Ensure affiliate players are registered and tracked. For any teams that affiliate to community teams consider distribution of players across multiple teams.

b. Affiliates MUST be approved before they can play in a game. Only exception is an Emergency Back up Goalie – your league governor will need to approve the use of an EBUG

c. Affiliation Supplementation - Eligibility Tool

9) Suspensions

a. The team manager needs to be aware of suspension processes for the league. Please refer to HOCKEY ALBERTA

b. Please familiarise yourself with Hockey Alberta's Policy on video review and appeals:

c. Documents | HOCKEY ALBERTA

d. Documents | HOCKEY ALBERTA

e. Affiliates can be used to cover League assigned suspensions but NOT Team discipline issues ie. A player is being sat for missing practice

10) CNHA Ice Policy and Procedures

a. Ice scheduling questions can be directed to (administrator@calgarynorthstars.com).

b. As each round of ice scheduling is being planned, each team manager will coordinate with the administrator requesting any blackout dates (i.e. team building, tournaments). The requested blackout dates are not guaranteed.

c. Teams are not allowed to trade practices among themselves. Each team must contact the CNHA Administrator with the requested ice trade details (date, time, duration, teams involved).

d. CNHA reserves the right to charge teams for missed practices. The average ice cost for 2026 is $330/hr.

11) Additional Games (Exhibition and/or Tournament)

a. League approval is necessary before proceeding with exhibition or tournament games. Contact AEHL to ensure the sanctions / approval process is completed.

b. AEHL Game Change Request Form | Alberta Elite Hockey League (AEHL)

c. Athletic Therapists

i. Teams will be responsible for paying the rate for CNHA AT's to attend exhibition games, tournaments (in town and out of town)

	Home	Away	Practices	Travel day
U13AAA	$115.00	$125.00		$100.00
U15AA	$136.50	$210.00		$100.00
U15AAA	$147.00	$220.50		$100.00
U16AA	$147.00	$210.00		$100.00
U17AAA	$147.00	$220.50		$100.00
U18AA	$136.50	$210.00		$100.00
U18AAA	$150.00	$220.50	$40.00	$100.00
U21	$150.00	$189.00		$100.00

ii. **Mileage**:

1. Mileage may only be charged when the Athletic Therapist is required to drive themselves more than 50 km outside of Calgary city limits and room not available on team bus

2. Mileage will be calculated at $0.55 per km

12) Booking Meeting Rooms

a. Please contact the CNHA Administrator to book meeting rooms at NESS. Room Booking at Max Bell can be made by calling 403-268-3800 #2.

13) Travel

a. Refer to the CNHA Travel Policy for details on league travel, discretionary travel and supervision
b. All league travel will be coordinated by the association with Canacomm Travel Services. Teams will be responsible for providing an itinerary and rooming list to Canacomm 10 days prior to departure
c. League bus travel will be paid by CNHA prior to departure – CNHA will NOT cover Wifi charges on buses where available – Team will need to pay that on their own.
d. Hotel Rooms will need to be paid by the team and then reimbursed by CNHA – please work with CNHA administrator if this will be an issue.

14) Referees

a. CNHA pays all referee costs for all regular season and playoff games
b. Referee payment is the responsibility of the team for all other games (exhibition, tournaments.
c. Referee payment is in cash, payable before the game starts.
d. Referee rate book
e. How to book referees – lheddinger@czrc.ab.ca

15) Team pictures

a. Team manager to coordinate the scheduling of pictures. Details to be provided when available.

16) Coordinate scouting and media

a. Obtain permission from parents to share information with scouts, including contact information along with documented approval from the parents.

17) Coordinate game day programs ***Optional

a. Recently many teams have started with online game day programs versus printed copies.

References

1) CNHA Policies and Procedures (refer to CNHA website for latest and complete set)
    a. Travel Policy
    b. Coaches Code of Conduct
    c. Player Code of Conduct
    d. Parent Code of Conduct
    e. Optimal Ice Time Policy
    f. CNHA Yearbook

Hockey Alberta Resources

HOCKEY ALBERTA

Section 2 Parent Expectations/ Responsibilities

Season Kick-off

Once teams are finalized its important to get a manager in place as soon as possible. Once this role is filled season kick off meetings should be scheduled as soon as possible

1. **CNHA Manager Meeting**
2. The CNHA will hold a mandatory manager meeting via zoom or in person where an overview of all relevant processes and policies will be reviewed and an opportunity to ask questions/clarification will be available to all.
3. **Where possible book your parent meeting after the managers meeting- many questions asked by parents at the first meeting are answered during the managers meeting.

4. **Manager – Coach Meeting**. The Team Manager is to meet with the team coaching staff as soon as possible after the manager is assigned. During this session an outline of the upcoming Parent Meeting can be reviewed and updated to reflect the specific coach's vision for the team and set expectations for the Manager-Coach partnership.

5. **Manager – Parent Meeting**. This is likely the most critical meeting of the year. Clearly defining expectations to players and parents can alleviate many issues throughout the season. You can have an in-person meeting or zoom meeting as preferred.

6. Where possible provide a summary to the parents post meeting with the items discussed during the meeting

Parent Meeting Overview

The following are proposed agenda items for the parent meeting:

1.) Coaching Staff

a. Coach/staff to provide information on the goals and objectives for the season along with their credentials and philosophy. Coaches will also communicate any rules/expectations that they have communicated to the players to ensure all parties are aware of expectations and consequences- this might include things like attendance at off-ice conditioning, missing practices and other expectations.

2) CNHA Policies and Procedures.

a. Refer players and parents to CNHA website for the most current list and versions of policies and procedures.

3) Communications

a. Team Link -once team is finalized, please make sure your contact information is correct in Team Link
b. Please remember that Group Chats on Team Link should align with the CNHA parent Code of Conduct.
c. Communication Flow Chart

Parent/Player

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Parent Liaison / Team Manager

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Division Board Representative (VP)

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CNHA President/Designate

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CNHA Conflict Resolution Committee

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Hockey Calgary / AEHL

d. 24-hour "rule". If you have something to say to a coach/manager/parent, especially something that could be contentious, wait a minimum of 24 hours.
e. Please remember that anonymous emails from made up email accounts are not a productive way to express dissatisfaction – the CNHA has an open-door policy and coming forward with concerns in a respectful way will NOT affect your player.

4) Financial

a. The team may require funds to operate during the season for numerous items, such as tournaments, team social activities, or additional team apparel.
b. Its important to decide as an entire team what if anything the team wants to do above and beyond what the association offers. Keep in mind that the development program offered by CNHA is quite robust and likely will not allow for a ton of additional scheduled events. While its important consider the wishes of the Coaches when it comes to additional events if they carry a significant financial aspect to them the team needs to be in agreement.

c. After discussion at the parent meeting regarding additional expenditures the Manager and Treasurer should create a sample budget for each of the options -showing the financial implications of each option so parents can vote with full information

d. The budget must be approved with a 75% approval –families should be able vote anonymously. Should the team want to attend an out of country tournament with a significant budget approval from the CNHA board will be required.

e. Any fundraising plans that fall under AGLC rules (raffles, 50/50 as an example) need to be submitted **president@calgarynorthstars.com for review** . This is to ensure any plans follow applicable AGLC rules.

f. CNHA registration fees cover all the associated travel costs with league games/showcase weekends – this includes Bus travel and Hotel Stays. Teams will be responsible for team meals while travelling.

g. Pre-season (in this case before teams are finalized) exhibition and pre-season tournament fees are covered by CNHA. ***Exhibition games scheduled by Hockey Calgary and the three AAA pre season tournaments.

h. Coach apparel costs are funded by the association, not the team.

i. Affiliated players are typically not charged any costs (food, bus, hotel, ice costs, or other).

j. Registration Fee's are payable via Team Link and can be paid all at once or in 4 equal installments with the final payment due in Jan.

k. The following are avenues each family can pursue for financial assistance with registration fees. Please be sure to keep in mind that some of our families have applied for Financial Assistance and may not have access to as much funds as other families.

   i. Flames Even Strength Program
   ii. Northstars Cares Fee Assistance
   iii. Hockey Canada Foundation

l. CNHA Fundraising Events

1. **Yearbook Ad's** –70/30 split to player/CNHA **30% goes to CNHA to account for the labour of creating the ad and yearbook
2. **Sponsorship-** Digital including social media and website, programs etc. . Please refer to the Sponsorship Tier Document for available packages
3. **CNHA Poker Night-**
4. **CNHA Casino**

5. **CNHA Golf Tournament**

m. Bingo's

i. CNHA Each player will be responsible for 1 Bingo's each season (events run Aug to Aug) – families can choose to work the Bingo during one of our assigned dates or can buy them out at $80 per event. There will be an option to buy them out when paying your registration fees on Team Link.

5) Team Volunteer Positions.

a. Parent Liaison

i. This role will work with families to address concerns and provide direction on resolution, and help facilitate escalating the concern if required

b. Treasurer.

i. Initiate and complete account transfer to new signing authorities- CNHA treasurer will help facilitate this

ii. Manage Cash Calls and pay applicable expenses.

iii. Allocate fundraising proceeds to players accounts (from fundraising)

iv. Provide monthly summary of spend vs budget to team and CNHA Treasurer

c. Jersey Parents.

i. Home and Away

ii. Coordinate the drop off and pick of jerseys up to Great Plains Cresting (5655 10th St NE #403-291-2628) after the GM has submitted the name list to GPC. Costs for this this is included in registration fees.

iii. Cleaning of jerseys throughout the season- **please make sure to hang dry Jerseys**

iv. Coordinate with Great Plains Cresting (5655 10th St NE #403-291-2628) to have name bars and letters removed at end of season

v. Return of jerseys as indicated by CNHA at the end of the season

vi. Inform the General Manager of any jersey damage or repair during the season

d. Fundraising Coordinator.

i. Responsible for the execution and management of team agreed upon fundraising activities. Provide details of fundraising program, provide options for buyout where possible, determine and communicate if funds raised will be divided evenly between the team or based on individual player participation –

eg. Bottle Drive proceeds divided evenly vs raffle tickets based on how many you sell

ii. Acquire any necessary AGLC licences for raffle tickets and 50/50. Make sure to complete all required paperwork at the completion of event.

e. Social Media Coordinator

i. Details on social media expectations are outlined on the CNHA website, under Policies and Procedures

ii. Once a team representative has been selected, please have them review, sign, and return the CNHA social media policy to: **administrator@calgarynorthstars.com**

iii. After receiving a copy of your signed social media policy your team representative will receive the login information (account name/password) for your approved CNHA team account.

f. Travel/Tournament Coordinator *** As Needed

g. Northstar Cares.

i. Coordinates with association level Northstar Cares CNHA Director. Please contact nscares@calgarynorthstars.com at the start of the season.

h. Bingo Coordinator

i. Responsible for distributing Bingo schedule provided by CNHA Bingo Director and having families sign up for dates

i. Penalty/Time Coordinator.

i. Each team, for home games, needs to provide, at a minimum, four volunteers. These include 1 time-keeper, 1 score-keeper, and 2 penalty box volunteers (one away, one home). This position will coordinate training to team members (receives training material and ensures distribution, manages master schedule for time, score and penalty box).

ii. Goalie Shots. The penalty box volunteers are responsible for tracking goalie shots. Volunteers that have their child playing goal must not track goals for their child/player. SOG stands for shots on goal. A SOG is registered if the goalie is required to stop the puck which otherwise would have resulted in a goal. ****U13 teams do not have to track SOG.

iii. Scoresheets will not be changed once signed by referees. This includes changing penalties, assists, goals, or goalie shots. Please remind parents not to reach out anyone to have this changed.

iv.

j. Circle K Classic Tournament Coordinator.
    i. Each team is required to volunteer during the tournament which will run from 12/26-01/01 providing services such as selling admission tickets, working the penalty box, etc.
    ii. The Circle K Classic rep is responsible for ensuring that the team's obligations are met by the players and parents.
    iii. A link will be sent in early December where families can sign up for shifts.

k. Yearbook Coordinator
    i. Collect ads from families who will be placing one.
    ii. Collect player profiles information.

l. Game Video/Recording (AA Only)-

6) Apparel.

a. Included in registration fees each player will receive the following:
    i. Practice and Game Socks
    ii. Practice Jersey
    iii. Pant Shells
    iv. Dryland Shirt and Shorts
    v. CNHA Hoodie
    vi. CNHA Branded Gloves and Helmet

b. Equipment Bags-
    i. All CNHA players must have a Northstars Hockey Bag – you can choose to purchase one when registering on Team Link.

c. End of year jersey purchases. A single jersey purchase is allowed under the following conditions:
    i. Player is in last year of CNHA (aging out),
    ii. Player is anticipated to move on from CNHA in the following season

iii. Team Manager will collect all names and funds of players wanting to buy their jersey and submit to, CNHA Administrator and GM.

iv. Jersey available for purchase is the White Jersey only

7) Development

a. CNHA Director of Development Delivery (Development@calgarynorthstars.com), will work with each team manager to ensure consistent and timely delivery of the CNHA development plan. Each team will receive monthly updates on the sessions their teams have utilized

b. As part of registration fees, development includes practices, skills sessions, strength and conditioning and mental health sessions.

c. Skill providers such as power skating, goalie skills etc. will be booked and scheduled by CNHA and added to your Team Link. Dryland will be managed and booked by the team manager. Team manager can contact crash conditioning for book at crash@crashconditioning.com

8) Athletic Trainer (AT).

a. Concussion Testing

i. All players will receive concussion testing at the beginning of the season by Baseline Therapy- the cost to this program is covered in registration fees

b. AT's will have the final say on an injured players return to play

i. Please see the return to play document on our website

9) Connect Sport.

a. Each family will be required to participate in one Connect Sport session – it's a program designed to support coaches and families recognize mental health challenges in athletes and provide tools and resources to support the player. The cost for these sessions is covered by CNHA and will be mandatory as Shift Forward (formerly Respect in Sport) is.