

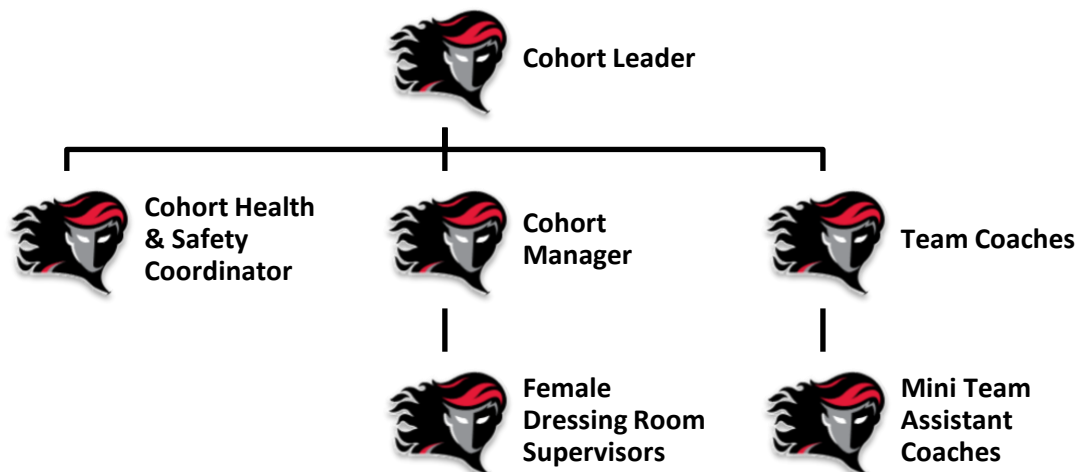


## Welcome GHC Cohort Managers!

Thank you for volunteering as Cohort Manager for your daughter's hockey season!

The Cohort Manager will be an integral part of our hockey structure this season. The purpose of this role is to ensure the smooth operation of the Cohort and allow the Cohort Coach Leader and Mini Team Coaches to concentrate on the on-ice activities. The Cohort Manager is the primary liaison between the Cohort Coach Leader and parents, and will work closely with the Age Group Coordinator and the Cohort Health & Safety Coordinator.

### 1. Cohort Structure (You are one big team!)



### 2. Virtual Orientation Session

All Cohort Managers and Cohort Health & Safety Coordinators are required to attend a Virtual Orientation Session on **Wednesday, October 7, 2019 @ 7:00 pm** (Zoom link to be provided).

### 3. Important Volunteer Roles

GHC is pausing the Volunteer Bond requirements during the “Development Phase” and will adjust our policy as needed if/once we return to a more traditional team volunteer structure.

However, we are a volunteer-run organization and rely on the tremendous efforts of our amazing volunteers. During the “Development Phase” each Cohort will have the following volunteer roles:



### **Cohort Coach Leaders**

- Lead the development plan and direction for the Cohort.
- Lead communication with cohort players and families.
- Lead on-ice practice execution.
- Collaborate with Mini Team Coaches to develop and execute cohort development plan.
- Follow the cohort structure as outlined by Hockey Calgary.

### **Mini Team Coaches**

- Support Cohort Coach Leader in on-ice practice execution (practice plan development, lead practice plan when cohort coach is not available, lead stations and drills as per plan, provide player feedback)
- Manage bench during Mini Team games.
- Referee as needed during Mini Team games.

### **Mini Team Assistant Coaches**

- Support Mini Team Coach in on-ice practice execution on as as-needed, rotational basis.

### **Cohort Manager**

- Oversee off-ice operations of Cohort, including communication to cohort families.
- Manage Mini Team game requirements (Hockey Calgary will schedule Mini Team “match-ups” beginning October 2020. For formal Mini Team “match-ups”, only two teams will be scheduled on ice. Hockey Calgary has outlined Modified Game Play Guidelines. More info will be provided as soon as they are released by Hockey Calgary.)
- Coordinate Female Dressing Room Supervisor schedule and assign in TeamSnap.
- Field and escalate player/family issues to Cohort Coach Leader and/or AGC.
- Work with Cohort Coach Leader and Cohort Health and Safety Coordinator on health and safety practices for the Cohort, including spectator guidelines.

### **Cohort Health & Safety Coordinator**

- Promote and maintain a COVID-19 safety culture within the Cohort.
- Ensure that all participants complete TeamSnap “Health Check” prior to attending on ice activities, including all coaches.
- Work with Cohort Coach Leader and Cohort Manager on health and safety practices for the Cohort, including spectator guidelines.
- Work directly with Chief Safety Officer on issues regarding tracking, privacy and association / league / provincial / facility guidelines and regulations.
- Assign TeamSnap “Health Check” duties to another individual (preferably Cohort Manager) if they cannot attend a practice or game.

### **Female Dressing Room Supervisor(s)**

- Selected and scheduled by the Cohort Manager.
- Manage occupant capacity of change rooms.
- Manage physical distancing on the bench / hallway while preparing to take the ice.
- Avoid contact with players to the extent that is possible.
- Ensure players have labelled their water bottle.



- Ensure players do not share water bottles, equipment, towels or other personal items.
- Hand sanitizer and disinfectant wipes should be available as players enter and leave.
- Limit the number of times players who enter and exit dressing rooms, as this avoids contact with the door handles.
- When it is time for players to remove their mask, remind players to:
  - Always wash hands before they put it on and after they take it off.
  - Try their best not to touch the front of their mask or eyes, mouth or nose.
  - Remove mask by ear pieces and place it on a clean surface or in a container.
  - Not share their face covering with anyone else.
- Remain in the dressing room at all times whenever there are players present.
- Ensure adjoining bathrooms and/or showers are empty and safe for use if needed.
- For U13, U15 and U18 age divisions, ensure no males enter the dressing room.
- Ensure no cell phones, tablets or cameras are used in the dressing room. Absolutely no photos, video or voice recording, may be taken inside a dressing room.
- Have participants put on their shoes or skate guards so that they can leave quickly.
- Report any infractions or issues to the Cohort Manager.
- Bring any health and safety concerns to the Cohort Health & Safety Coordinators.

#### 4. Changes to Note During the “Development Phase”

As you are likely aware, there will be no tournaments during Hockey Calgary’s “Development Phase” (currently identified as October 1-December 20, 2020). Hockey Calgary has stated that they will update associations on new financial guidelines, including cash calls limits, for the 2020-21 season, to address the financial burden hockey can place on families.

For the time being, GHC will not be collecting and/or distributing:

- Team Bank Accounts
- Volunteer Requirements and Bond Cheques
- Game Jerseys and Game Socks\*
- Jersey Deposit Cheques

*\*GHC will communicate further on jerseys and socks as we learn more about formal games for Mini Teams. If you have a sponsor for practice jerseys or decide to purchase practice jerseys as a team, please do so as a “personal expense” and make expectations clear to all families. **Families should not be required to purchase practice jerseys.***

#### 5. Health & Safety Roles & Responsibilities

- All volunteers, parents and players must learn and uphold the Return to Play policies of our association, league, facility partners and government. We all share in the responsibility of a safe and sustained season!



- All coaches and players must complete TeamSnap “Health Check” before each hockey activity. Cohort Health & Safety Coordinators will be responsible for monitoring this information in liaison with GHC’s Chief Safety Officer.
- Cohort Managers, Coach Leaders & Health & Safety Coordinators will be added as “Non-Players” to all Mini Teams in their Cohort. You will have access to your Cohort’s TeamSnap “Health Check” record.
- Spectator guidelines are subject to the policies of our partner facilities and will be managed at the Cohort level with support and guidance from GHC. Facility protocols vary greatly throughout Calgary and we encourage Cohorts to work together to identify a spectator procedure and/or rotation that works for them. There will likely be more information from Hockey Calgary and/or the association on this as we move further into the season.
- Please note, spectator restrictions are very fluid and are subject to change at any time by the association, Hockey Calgary, facility partners and/or the government. If we do not respect the protocols at our partner facilities as a user group, we could risk our spectator, booking and/or dressing room privileges.

## 6. Conflict Resolution

Occasionally disputes arise within a team. These guidelines are outlined in GHC’s Policy Manual:

- **24-Hour Rule:** Parents are asked to wait 24 hours after an incident, and then bring their concerns to the Cohort Manager who will work with the Cohort Coach Leader and parents to resolve the issue.
- **Informal Resolution:** If a resolution cannot be solved at the Cohort level, the Cohort Manager/Coach Leader is to contact the Age Group Coordinator (AGC) who will then contact the Director of Coaches. The AGC and the Director of Coaches, in a neutral, unbiased capacity, will receive information regarding the incident(s) and where appropriate, assist in the “Informal Resolution” of the matter.
- **Formal Resolution:** Some conflicts may require escalation to the level of formal complaint. This measure should be a last resort. The Incident Report Form (GHC Policy Manual - Appendix A) must be used to file a formal complaint.

This will be a very different year, but our mission remains the same: To provide individual growth, team development, and the opportunity to play female hockey at the appropriate age and skill levels within a safe, healthy and fun environment.

We wish you the very best hockey season.

**Warm regards,**

**Girls Hockey Calgary Association (GHC)**