

Team Manager Reference Guide – Oct 2011

The Team Manager plays an important role as liaison between coaches, athletes, parents and the Executive and will generally be the first point of contact for questions from parents. They are selected by the Head Coaches and are usually assigned to the age group matching their child's age/gender (girls/boys – 18U, 16U, 14U, 12U)

In the event the size of any one age group/gender is too small to field a separate Team Manager, one Team Manager may be assigned to multiple age groups.

The responsibilities of Team Managers can be split into two key areas as follows:

A. Regular Season Responsibilities

- Each season, the Registrar will provide each Team Manager a list of contact information for of all athletes registered in their assigned age group. Creation of a team e-mail distribution list will be useful to communicate consistently to the athletes.
- Each Team Manager will collect and retain the following forms from each player provided at registration:
 - BCWPA Code of Conduct
 - BCWPA Privacy Form
 - Parent Code of Conduct
 - Medical Consent Form
- The Team Manager should meet with the Coach of their respective group to determine the coach's preferences for communication with parents and athletes so they can help facilitate this.
- Team Managers should introduce themselves to players and parents via email and advise them which weekly practices they plan on attending so parents know when they will be available. It is requested the Team Manager attend 50% of weekly practices for this purpose.
- Communicate with athletes/parents all tournament date information and payment deadlines. Tournament commitment forms from each player should be shared with your respective coaches indicating which players have committed to attending each tournament during the season.
- Communicate to athletes and parents details of any upcoming events, schedule changes, or coach requests.
- Track all payments, remind and follow-up with athletes/parents for each tournament deposit and subsequent payment. Once payments are collected, please arrange to provide to the club Treasurer as soon as possible.
- Maintain a spreadsheet accounting of player payments for tournaments, fundraising, team clothing purchases, etc. – accuracy here is important.
- Assist the Club Clothing Coordinator by collecting clothing orders, payment and assisting with distribution of team clothing as necessary. Please note no clothing orders should be submitted without receiving full payment at time of order.

B: Tournament Responsibilities

- Using the Tournament schedule for the season and estimated tournament costs, gather commitments from players as to which tournaments they plan on attending and advise the Travel Director who makes travel arrangements and budgets based on this information.
- Team Managers will inform players and parents of specific tournament costs and collect deposit payments and tournament paperwork, For each Tournament, the Team Manager, in consultation with coaches, creates a roster of players attending – accurate Tournament rosters are important.

As a guideline, a Tournament spreadsheet has been designed as an example to allow consistent tracking of player attendance, payments and related costs and expenses.

- Forward the roster (including names of coaches and chaperones) to the Travel & Tournament Directors, including room assignments and names of athletes who have “opted out” of club airfare, and will be using Airmiles instead. Please note that in these circumstances, parents should be referred to the club Travel Policy found on the website which clarifies travel arrangements and use of air miles to purchase flights.
- Gather final payments from players and request per diem cheques from the Treasurer (at least 1 week prior to tournament) based on the Club’s \$45/day per diem rate, providing names of coaches/chaperones travelling, and distribute cheques prior to departure.
- Ensure all tournament details are communicated to families with as much notice as possible including flight schedules/departure & arrival times, hotel address info, times to meet at the airport, packing tips, and any other instructions as needed.
- Team Managers will keep a record of Tournament attendance (a confirmed Tournament roster) & costs including coach/ chaperone per diem payments, car rental, misc. expenses and hotel costs for coaches and chaperone(s), and send the tournament spreadsheet to the Tournament Director for verification and finalization, noting any unique circumstances such as:
 - Athlete made own travel arrangements (air miles points)
 - Athlete stayed in parents room (U12 only)
 - Athlete didn’t attend a training camp in conjunction with a tournament so overall cost lower
- Following the tournament, collect coaches/chaperone’s tournament expense receipts, recorded on a signed Expense Reimbursement Form (example attached and found on website under forms) and submit to the Treasurer within 14 days of the tournament date.

Please see the club Expense Reimbursement Policy for clarity on handling expense coverage and reimbursement process.

For Out-of-Country Tournaments:

- Collect travel consent and US Liability Waiver forms for any cross-border tournaments (i.e. the Siesta Tournament in Federal Way or California trips).
- Remind all parents that out of country insurance is a mandatory requirement for all out of country tournaments and ask for insurance policy providers and numbers for each athlete for each out of country trip.

C: Chaperone Responsibilities

Chaperones are adults (25+ years of age) who are willing to supervise and care for the general welfare of the players during overnight and out of town events. All away tournament games require an appropriate level of Chaperone supervision (minimum of 2 adults – coach/chaperone – to travel with the team).

Team Managers will be given first option to Chaperone their teams on away tournaments/ training camps if they are able to fulfill all of the responsibilities of Chaperone duties including driving team vehicles.

Role of the Chaperone:

- Chaperones are on duty at all times during overnight travel unless otherwise excused by another chaperone. Coaches are responsible for supervision during practice or competition. The interaction and coordination between chaperones and coaches is very important.
- Escort athletes starting from the departure point to the return point for all away trips with the primary responsibility being overall athlete health & welfare.
- Will behave responsibly at all times and exercise good judgment in the interest of the athletes.
- Use of illegal substances is prohibited while on chaperone duty. Alcohol cannot be consumed while chaperoning and when driving duties have yet to be fulfilled during the day or evening.
- Are to report any serious behavioral problem or discovery of use or possession of an illegal substance or alcohol on the part of athletes to the coaches immediately and together determine the appropriate course of action.
- Will set curfews in consultation with the coaches and ensure the curfew is enforced.
- Have the right to inspect all bags and personal belongings of any athlete on the team.
- Usually be responsible to obtain rental vehicle and drive athletes to & from hotel; restaurants; outings; and the airport and must feel confident driving a 7 passenger van.
- Coordinate with coaches the schedule of the team for reporting times to pools, designated rest times and any leisure activities.
- Are responsible for restaurant reservations and coordinating group meals for the team.
- Are responsible for obtaining healthy food items (if budgeted) that can be kept in the hotel and distributed to the athletes as needed and coordinate with the Food Room Coordinator of the Tournament if one has been identified by the host club.
- In a case where a player needs to stay behind for medical or other reasons, the chaperone is responsible to stay with the player.

Any questions or omissions regarding the information in this reference guide,
PLEASE don't hesitate to ask!

Thank you