



Group Staff Roles and Responsibilities Balancing and Tryouts

as of September 21, 2020
all changes to the previous document are highlighted in blue

Note that all group staff members have the authority, and the full backing of the association, to ask a player to go home if they arrive and are showing symptoms. If this happens prior to them entering the building, the parent will be with them. If symptoms appear during the session, the HCSP or Manager will need to contact the parent and escort the player out of the building. If the parent is not immediately accessible, HCSP will use the venue contacts in their section below to contact building staff to make arrangements for the player to be taken to the venue's First Aid room which is the designated isolation room.

Criminal Record Check and Certifications

Each role will require some form of certification to be obtained, some before the first ice time with others to follow as soon as possible. If you have questions on what you need, please contact Audrey at awhite@vancouverbirds.ca. To obtain your Hockey Canada ID, first try logging into [eHockey](#) before asking Audrey as most will be able to find it there.

Must be done before first ice time

- All roles:
 - Criminal record check – **all volunteers** must have conducted a criminal record check for TBirds in the last three years. If you haven't, you must [complete this form](#) and send it to Audrey. Note you must print it, physically sign it, and then either take a picture or scan it and email it to [Audrey](#) as they will not accept electronic signatures.
 - [Hockey Canada Planning a Safe Return to Hockey](#) – this is a 20 minute free online module that all group staff entering the building requires
- HCSP role – must also have completed the HCSP online training. To register:
 - <http://www.bchockey.net/Clinics/clinics.aspx>
 - HCSP Clinics
 - HU ONLINE Safety
- On-ice coaches – must have [Respect in Sport](#) and [CATT training](#)

To be completed as soon as possible (must be completed before they can be rostered with the team)

- Team Manager and HCSPs – will require to obtain [Respect in Sport](#) and [CATT training](#) if they plan to continue volunteering this season beyond the first two weeks



Team Manager

The Team manager will be set up with access to the TeamSnap group so they will have the ability to contact everyone and send messages out to the group if any new information is received. This role will also be able to enter the venues to be a support inside the rink for the coaches and HCSP **only if our group size does not exceed the limits of the venue: Oval/UBC = 47, Vancouver Park Board (VPB) rinks = 45**. This person will:

- Act as the primary communication person for your group
 - Pass along any updates that are specific to your group that is passed along from the association
 - Be sure to let your [Division Ambassador](#) know of any questions or issues that emerge that you need assistance with or advice on how to manage

- In conjunction with the Contact Tracing Captain, oversee the check-in process for the group:
 - Ensure the availability tracker in TeamSnap is correct
 - Ensure everyone entering the building has either completed the TeamSnap Health Check or has verbally been asked the 5 questions on the Health Check (see back page for the infographic or look in your own app)
 - This includes:
 - Players
 - Coaches
 - group HCSP
 - group manager
 - any parent (at UBC or VPB arenas only) who will be entering to assist their child with tying skates
 - For any parents and coaches who are not listed in the actual group, Group Contact Tracing Captain will need to collect a phone number (see below for more information in the Group Contact Tracing Captain section)
 - Remind participants:
 - the “mask until helmet” if your group is entering the building without helmets on
 - who are wearing their skates into the building to have their skate guards on properly
 - to keep a stick length away from the others at all times as they walk into the rink

Venue specific info

- At UBC: this is done in conjunction with a UBC staff person and will be outside so be prepared for weather.
 - At Oval: this will be led by TBirds and will be done inside the parkade. Oval staff will be onsite to assist if needed.
 - NOTE THAT FOR ALL WEEKDAY MORNING PRACTICES, THE SLIDER DOOR WILL BE LOCKED. YOU WILL NEED TO CALL 604-346-5083 WHEN YOU NEED THE DOORS OPENED. It is recommended you call them a few minutes before you actually want to get in as they may be at the other side of the building and will have to walk over.
 - The Parkade officially opens at 6:00 am (occasionally a few minutes early) so it may be possible to start the check in process as the cars are lined up to enter the building if you really wanted to help shorten the time before you can get in.
- Provide two deep supervision along with coaches and HCSP



- Assist with supervision of any younger players who need to go to the washroom (HCSP may also assist with this).
 - Escort them to the washroom area
 - If player needs assistance with equipment, ensure mask is on (should already be on), wash or sanitize hands, assist the player, and wash or sanitize hands after
 - Escort them back to the rink
- For U8, U9 and U11 divisions: Team Manager should escort the group out of the building.
 - At UBC:
 - Protrans: exit will be out the door that is halfway up the stairs nearest the pro shop which exits near the North Entrance. Parents should be waiting there at the end of the ice time.
 - Father Bauer: exit will be down the back hallway to Osborne parking lot. Parents should be waiting on the sidewalk there at the end of the ice time.
 - At Oval: Go down the stairs next to the rink and out through the double doors past the elevator – and to the left to the parking lot. Players can line up physically distanced down the hallway and be allowed to exit to a parent who is there to meet them. **DO NOT LET THEM WALK OUT TO THE PARKING LOT UNATTENDED.** This is often a busy parking lot with a fair amount of blind spots for cars driving through.
- If you have questions, please contact your [Division Ambassador](#).

Check-in Coordinator

For rep or any recreational team that does not have an identified team manager, a Check-in Coordinator will be required to assist as players arrive. They will NOT be eligible to enter the venue, however we will provide access to TeamSnap in order for them to assist.

HCSP

The HCSP will be the risk and safety oversight for the group. They must be rinkside during the ice time unless they are dealing with an injured player. This person will:

- Identify areas of risk in the parking areas and inside the rink and work with other group staff to mitigate concerns
- Assist with supervision of younger players who need to go to the washroom (Group Manager may also assist with this).
 - Escort them to the washroom area
 - If player needs assistance with equipment, ensure mask is on (should already be on), wash or sanitize hands, assist the player, and wash or sanitize hands after
 - Escort them back to the rink
- Provide two deep supervision along with coaches and Team Manager
- Ensure you have access to the First aid kit – coaches should keep this with the puck bag but you will need it during the ice session. HCSP is first point of contact in an injury situation and can assess any assistance required.
- If there is a player injured and needs parent assistance, Group HCSP will contact the facility staff to arrange for the parent to be permitted to enter. The same facility contact should be used if there is a serious injury that requires additional first aid support or ambulance:
 - UBC: 604.341.1002 – Ice Maker



- Oval: 604-346-5083 – Building Operations
- VPB: Contact the staff at the door or the rink maintenance staff on site
- At the Oval: wipe down the chairs in dressing area immediately after the players leave the area before departing.
- If you have questions, contact:
 - U8/U9 – Nancy Lis – nlis@vancouverbirds.ca
 - U11-U18 – Kevin Hunter – khunter@vancouverbirds.ca

Contact Tracing Captain

This role is critical to having us be allowed to continue to use our venues. It is a Provincial Health Order that any group using a venue they do not own themselves provides a contact list for every participant of an activity occurring inside the building. This person will:

- In conjunction with the Team Manager, oversee the check-in process for the group:
 - Ensure everyone entering the building has either completed the TeamSnap Health Check or has verbally been asked the 5 questions on the Health Check (see back page for the infographic or look in your own app)
 - This includes:
 - Players
 - Coaches
 - group HCSP
 - group manager
 - any parent (at UBC only) who will be entering to assist their child with tying skates
 - For any parents and coaches who are not listed in the actual group, Group Contact Tracing Captain will need to collect a phone number.
 - Send a full list of participants and a contact phone number to the appropriate venue within 24 hours. On each list, either have a column that includes a check box confirming the person completed a health check or enter a standard line at the top stating “All of the following were cleared with the health check prior to entering the venue.” Send the emails to:
 - UBC: jamie.rennie@ubc.ca
 - Oval: contacttracing@richmondoval.ca
 - Vancouver Park Board: vpbcontacttracing@vancouverbirds.ca
- Note there is no set template so you can create whatever system works for you – picture of a piece of paper or electronic are both acceptable.
- If you have questions, please contact Tanya at tfoley@vancouverbirds.ca

On-ice Coaches

For this phase of ice times:

- Rep: no parent coaches will be permitted to assist
- Recreational: certified coaches/on-ice volunteers will be able to assist as determined by the Head Coach.

Timekeeper

During any scrimmages, one timekeeper will be permitted to enter the building. A mask will be required at all times at UBC and is recommended for the other venues.