



Managers Meeting

Start Time: Wednesday, April 3rd, 8:00 pm

Location: Board Room, East Hants Sportsplex

Board Members: Cathy Spencer, Chris Baylis, Greg Heard, Chuck Livingston

Team Managers: Nicole Gillis (U7), Jen McKelvie (U9), Jen LeFresne (U11), Kelly MacKinnon (U13), Tracy Stewart (U15/U18), Jillian Fage (U13), Greg Heard (U11), Cathy Spencer (U13), Courtney Zwicker (U9)

Regrets: Erin Shea (U11), Mike Norris (U11)

Agenda Items

1. Call Meeting to Order: 8:03

2. Opening Messages from EHMHA President:

Thank You for volunteering – we know it's a tough job. Without managers, kids don't play hockey. Thank You for all you do to help the season be a success.

3. Communication:

Communication was tough between GrayJay and Hockey Canada Registry. Half the people weren't getting messages. This was due to various reasons. We worked that out once people got registered. The beginning was tough, and we want to make it better next year. For teams, we would like to assign team email address,



such as U11A_Manager@ehpenguins.org so it's easier for everyone to communicate and share information. We would do this for all key positions on every team. It also looks more professional when dealing with other associations.

4. Certifications:

Overall, the certification process for coaches and volunteers was a challenge and there was frustration for everyone involved – parents, volunteers, hockey nova scotia (HNS) and the association. Volunteers didn't know what they needed and by the time they found out, it was too late to take the courses. Next year we will be looking for a volunteer certification clerk who will help with this process and make it much easier for everyone involved – this will save the managers a lot of time.

5. Start of the year / GrayJay

In addition to the communication problems, registration was a challenge for the year. Next year we will move to a new platform for registration – GrayJay. This is owned locally in NS. They came out to give the EHMHA association a presentation and it was well received, and it will solve many of our problems. When you register for hockey it will make it easy to assign plays to teams, communicate with parents/players, load teams, eliminate extra work for the managers, coordinators, & register. We also have a webmaster, Dan, who can help with the system along with Greg (Secretary). Bedford and TASA have moved to GrayJay for registration, and it's linked to Hockey Canada. This will save time for everyone and streamline our processes.



6. Banking:

This continues to be a challenge for teams and is very time consuming. Many accounts were put on hold and e-transfers were a pain. EHMHA will explore options with the various banks to streamline this process going forward. We need to make the process more seamless for teams so volunteers don't need to miss work.

7. Player Socks:

A few years ago EHMHA bought socks on behalf of the association and teams would order through EHMHA. Teams are buying name bars, sponsor bars, "C's" and "A's" outside of EHMHA – the managers were asked if it made sense to buy the socks from the apparel partner. The group agreed that ordering socks at the same time made sense and would take the burden off the association who is providing no value to the process, providing we get a good price for the kids.

8. Rinkside Experience:

It was a late start to the season to Rinkside for various reasons. It's nice to have someone local to buy equipment, sharpen skates & order apparel. The prices were higher than the previous provider and the service wasn't as good as our membership expected. EHMHA will meet with Rinkside to discuss opportunities for improvement. Our desire is to support a local provider. One manager who



travels for work was able to pick up apparel at their NB store and shared how great the experience was.

9. Photographer:

Overwhelmingly there is a desire for hockey cards. This year there was an attempt for our photographer to get hockey cards; however, it was unsuccessful for a variety of reasons. This is our second year with the current photographer, and it was voted on by our membership to make a change to the current provider. EHMHA is due to tender this out again and it will be an agenda item for our AGM in 2023.

10. TeamLinkt:

The auto populate for the schedule for the season was great – made it very easy for the managers. We could use a few more “cheat sheets” on how to better use the platform. For example, adding family member (Grandparents) and for player usage at the older ages. EHMHA attempted to link the practice schedule to TeamLinkT and was unsuccessful – we will explore it for next season. EHMHA will explore additional capabilities for the association. EHMHA will also provide more “cheat sheets” to make the platform more successful. TeamLinkT is also Canadian owned.

11. Q & A with Managers:

Q: Some volunteers had challenges with HCR numbers, how do we make this easier?



A: There was a challenge this year and EHMHA will bring it forward at the Presidents meeting – other associations must have the same challenge.

Q: Teams across multiple age levels had a balanced number of kids across C level to start the season but then it changed with late registration

A: For 2023-24 Season, EHMHA will change the process to prevent this from happening.

Q: Teams budgeted for extra ice but could find ice anywhere

A: Truro lost a rink which didn't help, and Bedford uses a lot of ice time at the sportsplex. Next year, we will ask Managers to notify EHMHA President & VP of Operations in October for the request of extra ice. Having @ehpenguins.org email addresses for everyone will also make it easier to trade ice or "buy ice" from teams looking to move ice times they can't use.

Q: The Dartmouth league would change game times at the last minute or they would have the wrong time in the schedule

A: This was our first full "post-covid" season where we were back to a regular season. There is an opportunity for us to improve the process with the Dartmouth League. For example, the U9 teams play more home games than away games. EHMHA will raise this at the Dartmouth League meetings and HNS Meetings.

Q: What is the best way to handle parents who have complaints?

A: EHMHA has polices as does HNS. During the Managers meetings at the beginning of the year, these will be reviewed. We had a lot of new managers this year – and we are very thankful for that. We will spend more time sharing how best to deal with this. We are all volunteers, and we want the best experience for the kids.



Q: How do we get more goalies?

A: Every association is struggling with goalies. HNS is trying very hard to encourage more players to sign up to be a goalie and they ran an incentive program this year to help cover some of the costs for registration. EHMHA also offered to cover the balance for U11 goalies. The goalie development on Sunday nights was very well received – it was better than anything else that had been done in previous years. Goalies were a huge fan of the coaches and program. Next year EHMHA will look to promote the program more. We also welcome the ideas on how to get more goalies in our system.

Q: U7 is a great program – can we get more volunteers to help?

A: Next year EHMHA will ask for volunteers for U7-1 and U7-2 at the coordinator level. We recognize there are a lot of “new to hockey parents” and it’s not fair to ask one person to field all inquires.

Q: How can we make development more available for all levels?

A: This year we had a lot of success at the younger levels and older levels. The C level teams played on weekends and the schedule conflicted with some teams ice times. There is no “perfect day” for ice. EHMHA will leverage the successes from this year and find opportunities for the older age group moving forward. This will be voted on at our AGM.