

**2007-8 ICE ALLOCATION - POLICIES & PROCEDURES**  
**SGRA block ice scheduler- [cleoandsandra@xplornet.com](mailto:cleoandsandra@xplornet.com)**

**ASAP** each team must have a **TEAM CONTACT** (parent, manager or coach) and **INFORM** [cleoandsandra@xplornet.com](mailto:cleoandsandra@xplornet.com)

To have a successful season, past experience has proven it starts with **ONE Team Contact who:**

1. **Views the ice schedule** at [www.sprucegroveringette.com](http://www.sprucegroveringette.com) **frequently** - ideally check weekdays & weekends.
2. Provides ice schedules (cost covered by team budget) to team parents who are unable to access the SGRA web.
3. Informs the SGRA ice scheduler if extended 'no access' to computer (i.e. virus) and gives an alternate contact.
4. Emails **their team League GAME results** (win, lose or tie) played that day using the following format...  
**TO:** [statistician@zone5ringette.com](mailto:statistician@zone5ringette.com) **CC:** [cleoandsandra@xplornet.com](mailto:cleoandsandra@xplornet.com), team's Director's email address **Subject:** N[G]-073 with the following details in the email... Game number - N[G]-073  
Home – Spruce Grove Novice 2 – Score 10 - LOST  
Visitor – Spruce Grove Novice 3 – Score 12 - WON  
Played – Feb 21/06, 18:45 @ AGRN-E
5. Emails the SGRA ice scheduler **immediately if the team is going to be somewhere that would not show on the ice schedule** (i.e. Fund raising activity, away exhibition game, etc.).
6. Emails the SGRA ice scheduler the **tournaments** the team is applying to & keeps the SGRA ice scheduler **informed** (application – sent, accepted, refused). If accepted, the Team Contact emails the SGRA ice scheduler **immediately the dates & times their team is unavailable** so rescheduling of league games can be attempted.
7. Emails the SGRA ice scheduler 'special' requests with details so they can be dealt with in a timely manner (i.e. Out of town team wants to play your team on Dec 10 in the morning).
8. Emails the SGRA ice scheduler **immediately with details why a League GAME** (home or away) needs **rescheduling** (calls are discouraged – a written record gives details if problems lead to Black/Gold forfeits/penalties). The SGRA ice scheduler emails the other team's ice scheduler with a cc to the Team Contact so league game rescheduling can be attempted. If a call is received, summarize the details and email the SGRA ice scheduler. Only the SGRA ice scheduler knows what future ice is available, what is not finalized but in the 'works', etc.... If the **SGRA ice scheduler** is always the **FIRST informed**, then conflicts, no shows and double booking should be avoided.

### **ICE ALLOCATION POLICIES**

**THERE IS NO TRADING OF ICE** – Any team wishing to change the schedule must have their Team Contact email the ice scheduler with the details for the request (see 5 below). All changes are recorded to ensure accurate information for future decisions affecting ice needs and budgets.

1. **PRACTICE ICE – Will attempt to follow the BASE WEEK**
  - Up-dates will occur due to changes caused by unforeseen events/requests
  - **'UGLY ICE'** – For some reason, teams think that other teams will want ice that they do not want. No team wants practice ice on holiday weekends. If your team does not want the ice, it is likely that **NO OTHER SG TEAM WANTS IT** for the same reasons. Due to ice contracts, SGRA can not 'opt out' of 'UGLY ICE'. Unless your team 'feels' it is being unfairly 'picked on', **MAKE THE BEST OF THE SITUATION** – try getting the 'extended' family out during the holiday, make it a 'fun' skate with costumes/prizes/party games, be creative...
2. **LEAGUE GAMES – Take priority**
  - All efforts are made to reschedule league games due to tournament conflicts **but be prepared to forfeit**
  - Our association pays for referees for home games (Each team should budget for refs. for exhibition games)
  - The SGRA ice scheduler will phone the ref allocator if there is a change with less than 48 hrs. to game start – otherwise the web ice schedule is to be used for ref requirements using SGRA ice
3. **FULL ICE** – There may be opportunities for full ice. If a team shows as full ice on the web site, the **Team Contact must email the ice scheduler if they want to use the slot for an exhibition game. Once the ice scheduler 'confirms', the full ice is guaranteed.** It is the team's responsibility to contact the ref allocator to arrange for referees and payment for exhibition games from the team funds (SGRA ref allocator: Donna Wild – [wild-1@shaw.ca](mailto:wild-1@shaw.ca) 962-6209)
4. **NO SHOWS** – If a team does not show for their assigned ice (per web ice schedule), any penalty incurred will be passed on to that team.

### **COMPLAINTS OR CONCERNS PROCEDURES**

For complaints or concerns involving ice allocation, the following process is to be followed:

- a. The individual relays the complaint/concern to the **TEAM CONTACT** who
  - i. Emails the ice scheduler **AND**
  - ii. Informs the coach/manager of their team who will attempt to resolve it at the team level
- b. If unresolved, the coach/manager contacts the Director who will attempt to resolve it
- c. If unresolved, the Director contacts the Vice-president or President of SGRA who will attempt to resolve it
- d. If unresolved, the Vice-president or President presents the issue to the Executive for review as the final step where policies can be passed.