

2008-2009 ICE ALLOCATION POLICIES & PROCEDURES

SGRA Ice Scheduler: admin@sprucegroveringette.com

Each team must have a team contact ASAP (parent, manager or coach) and inform admin@sprucegroveringette.com of this contact immediately.

To have a successful season, past experience has proven each teams needs a contact who:

1. Views the ice schedule at www.sprucegroveringette.com frequently; ideally on both weekdays and 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 the SGRA ice scheduler immediately if the team is going to be somewhere that would not show on the ice schedule (i.e. fundraising activity, away exhibition game, etc.).
5. 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 with the dates & times their team is unavailable so rescheduling of league games can be attempted.
6. 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).
7. Emails the SGRA ice scheduler immediately with details regarding why a League Game (home or away) needs rescheduling (calls are discouraged – a written record gives details if problems lead to Black/Gold forfeits or 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.
8. Emails their team's League Game results (win, lose or tie) played that day using the following format:

TO: statistician@zone5ringette.com

CC: admin@sprucegroveringette.com, Team's Director's email address

Subject: N[G]073

The team contact must also include 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

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 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.
 - Updates 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 Spruce Grove team wants it either, for the same reasons. Due to ice contracts, SGRA can not opt out of this ice. Unless your team feels it is being unfairly picked on, make the best of the situation (try getting the family out during the holiday, make it a fun skate with costumes/prizes/party games, etc...be creative!).

2. **League Games:** Take priority to practices and exhibition games.
 - All efforts are made to reschedule league games due to tournament conflicts, but please 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 hours 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 having 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. The payment of referees for exhibition games will come from the team funds.
(SGRA ref allocator: Kelly Hessling kelleylaw@shaw.ca)
4. **No Shows:** If a team does not show up 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 it is still unresolved, the coach/manager contacts the Director who will attempt to resolve it
- c. If it is still unresolved, the Director contacts the Vice President or President of SGRA who will attempt to resolve it
- d. If it is still unresolved, the Vice President or President presents the issue to the Executive for review as the final step, where policies can be passed.