

TROUBLE SHOOTING GUIDELINES

#1 Responsibility: Make sure that every game has a timekeeper, scorekeeper and shot clock operator. If someone doesn't show up, it is your responsibility to find a replacement from the stands and after the game has commenced, record the name of the person who failed to show up for their shift. Also – you need to make sure that there are officials present – you can ask another parent to check for you and if they aren't on the ice, there is a supervisor for officials for each ice surface and by notifying the appropriate supervisor, they will take care of it. We will be asking that supervisors identify themselves each morning so that it can be noted who is responsible for the officials each day. As well, there will be a G & T person at each facility, but they will change each day, so they too will come and identify themselves first thing in the morning.

First Trouble Shooter of the day: Retrieve the dressing room keys from the arena office (when possible for Saturday and Sunday, there will be two keys in the blue bin for the first two dressing rooms to be used in the morning) and unpack the plastic storage container.

** First Trouble Shooter of the Tournament: Make sure that each coach is given their coach's package. Put up all "Trouble shooting" signs – Code of Conduct signs, tape "Operating time clock" sheets at each clock site, etc.. **Ensure that all shot clocks are set up if you are at arenas that do not have built in ones. Ensure that all remotes are working and remind shot clock operators to return them to you after the game.** At Sportsplex 1, the phone will need to be connected in the ref room.

Blue Bins – these need to come out each time the arena is opened – the game sheets, extra batteries and fuses for the shot clocks are in them and other items that may be needed throughout the day. Programs and program money should not be left out on tables where they may be picked up and carried away.

Grids – if these have not already been posted, please post them – at Sportsplex they should be on the large easel at the top of the ramp going up to the second level towards the left wall, at Walter Baker they should be on the large easel in the upstairs hallway between the two arenas and at Kanata Rec Centre they should be taped to one of the walls between the two ice surfaces.

.Game Sheets:

Have game sheets ready for the teams to fill out and **signed** by both team's coaching staff prior to each game. Any changes to TRF's (Team Registration Forms), whether player or bench staff member, must be approved by G & T (Games and Tournament). There will be three G & T representatives at the Provincials and phone numbers for them can be found on the contact page.

Do not let coaches/managers take the game sheet away from the table – they are to fill it in there.

After each game, receive the completed game sheet from the scorekeeper and review for any Match penalties (look for a notation from the ref) or greater than 30 minute total penalty minutes. If either of these cases occurs, contact the Games and Tournament representative in your arena.

Separate copies of the game sheet and distribute the bottom two copies to the two teams.

Retain the top copy in a separate file along with any TRF (Team Registration Form) Adjustment Forms. These will be picked up periodically during the day for the tournament statistician.

Reporting/Posting Scores:

After each game at ALL locations, the scores must immediately be reported to Nicole LaRochelle (613-314-8296). When reporting these scores please provide division name, game number, visiting team, visitor score, home team and home score. There is an answering machine on this phone so please leave the message if no one picks up the phone.

Do not post the scores on the official score board – the Games and Tournament Representative will take care of posting scores.

Rings: Keep spare rings at trouble shooter desk. There should be 2 left at the scorekeeping area at all times.

Dressing Rooms:

Assign a dressing room to each team. Never put opposing teams beside each other if you can help it. Collect car keys from coach/manager as a retainer for the dressing room key. Ensure that keys are kept somewhere behind the trouble shooter so that no one can pick them up and walk off with them. We are responsible for the arena keys as well as the car keys that people give us in exchange for the room keys and need to make sure that they are kept safe – do not leave them just lying by the game sheets. When the dressing room key has been returned, check the dressing room for cleanliness and for articles left behind – when available, student volunteers will perform this task. Do not return the car keys until the dressing rooms have been checked and the sportsmanship ballots submitted.

Keeping on Time:

Please ensure that the referees are ready to start all games on time. If you have any difficulties in this regard, contact the Referee-in-Chief immediately.

If your arena is running more than 30 minutes late, contact the Tournament Chairperson to determine whether corrective action should be taken.

Phones:

Trouble shooting rooms at Walter Baker and Sportsplex 1 will have a phone to aid in communications. Each arena will also have a cell phone to act as a secondary phone, particularly in instances where a conversation needs to take place confidentially. Please do not tie up the phone lines more than necessary.

Student Volunteers – may ask you to sign their form for their hours – please do so – giving them 15 min travel time each way- they will report in to you to let you know who they are when they arrive but TS may change during their shift.

There will be a schedule under STUDENT volunteers in the trouble shooting binder.

Pre-Packaged Snacks

These are to be prepared for each team with an assortment of baked, prepackaged and fruit on a white tray for each team on Friday, Saturday and Sunday mornings until noon. These are given to the team manager to take into the dressing rooms.

Last Trouble Shooter of the day:

Place all contents into the plastic storage box. The plastic storage bins should be locked up in the Yzerman room (10) at Sportsplex, dressing room 7 at Walter Baker and which ever room the staff assign at Kanata Rec Centre. Return dressing room keys to the office or zamboni room (depending on arena).

Prizes/Winnings from Program Books, On Line Silent Auction and Basket Raffle:

These will be available from Walter Baker. Ask that people go to the Trouble Shooting at Walter Baker to claim these items.

DETAILS FOR OPENING AND CLOSING SPECIFIC ARENAS

Arena staff can help you locate where to hook up phones and get room keys.

If you are opening or closing an arena:

Sportsplex 1, 2 and 3

Main Troubleshooter is for Rink 1 (Yzerman) and Rink 3 (which is also assigned a trouble shooter) will be located in the referee room each day. At night, all items for all arenas (including 2) will be stored in the large change room #10 in Sportsplex 1. Room keys are kept in the Zamboni room. Plug in phone in the morning. Do not let anyone take the games sheets away from your table to fill in. After the last game on Sunday, please pack up all items (blue bin, phone, shot clock, etc. and take to back to Walter Baker.

Rink 2 – have a table set up in the lobby for Troubleshooter, retrieve blue bin from Sportsplex 1, organize room assignments and game sheets. We will attempt to have a student volunteer available to run between arenas if items, information or help are needed. Ensure that shot clocks are down from the arenas and stored in the room as well. Do not let anyone take the games sheets away from your table to fill in. After the last game on Sunday, Nov. 22, 2007, please bring ALL items (bin supplies, phone, etc.) to the Walter Baker Centre.

Please ensure that you only give out room keys in exchange for car keys. Don't return car keys until you get the sportsmanship ballots.

Walter Baker A & B

Trouble Shooter will set up items at tables in the hall. Keys are with the Arena staff at the end of the change room hall on the left. Use blue bins to keep valuables in (ie: extra cash for program sales, whiteboards, etc.)

Blue bins, white board will be stored in the first change room on the right - #7 beside the small referee room. Ensure that shot clocks are down from the arenas and stored in the room as well. Do not let anyone take the games sheets away from your table to fill in.
Please ensure that you only give out room keys in exchange for car keys. Don't return car keys until you get the sportsmanship ballots.

Kanata Rec Centre

You should have a table set up for your use. If not, ask arena staff for one.
You will be selling basket raffle tickets and programs from the trouble shooting desk.
Rink staff will assist you with obtaining the keys.
Blue bins, baskets, etc. will be locked overnight in a room assigned by the arena staff.
Do not let anyone take the games sheets away from your table to fill in.
Please ensure that you only give out room keys in exchange for car keys. Don't return car keys until you get the sportsmanship ballots.

QUESTIONS OR CONCERNS – CALL WALTER BAKER AT: 613-580-2424 ext. 14592

NEVER ANSWER ANY QUESTIONS WITH REGARDS TO TIE BREAKING – direct people with these questions to the Games & Tournament Representatives.

TOURNAMENT CONTACT LIST

WALTER BAKER – 613-580-2424 extension 14592 or 613-314-8947
SPORTSPLEX – 613-221-9129 or 613-314-9209
KANATA REC CENTRE – 613-314-8764

TOURNAMENT CHAIRS: Kim Noxon – 613-620-0173 (cell) or 613-489-2653 (home)
Britney Kunkel – 613-868-1618

TOURNAMENT STATISTICIAN: Nicole LaRochelle – 613-314-8296

COLLECTOR OF INFORMATION FROM ARENAS: Kathy Noxon – 613-715-2653 (cell)

Any of the following people may be contacted in the event of a major unforeseen event:
Kim Noxon – 613-620-0173 (cell) or 613-489-2653 (home)
Kathy Noxon – 613-489-2653 (home) or 613-715-2653 (cell) or leave a message at Walter Baker – 613-580-2424 extension 14592

Grace Kelly – 613-314-6681
Janet Logan – 613-314-8946
Yvan Belanger – 613-314-7783
Brent Bunting – 613-314-8396

TIMEKEEPER/SCOREKEEPER GUIDELINES

TIMEKEEPER:

The clock should be set in advance so that as soon as the zamboni leaves the ice, the two minute warm-up period begins. At the conclusion of the warm-up, the clock should be set to the appropriate game time (two fifteen minute periods for each level except for Junior and Belle who have two twenty minute periods).

The maximum difference in goals to be shown on the scoreboard is seven (7) more than the lower scoring team's total (i.e. score is 12 – 1, show 8 – 1. If the lower team scores, change the score to 9 – 2).

PENALTIES:

Ensure that there are no more than 2 (two) people in the penalty box area to aid the referees in determining how many players are in the box.

Ensure players are let out of the penalty box at the expiration of their penalty and that the door is closed and secured.

When a goal is scored, do not let a player out of the box until the referee has reported the goal. If there are three players in the penalty box and one penalty ends, the player cannot come out until there is a stoppage in the game.

If a player leaves the box prior to expiration of a penalty, record the time and notify the referee who is responsible for any corrective action required. Inform each penalized player of the time she will be returning to the game.

When in doubt about procedures or rules, ask the referee for clarification at an appropriate break in the game.

SCOREKEEPER:

The scorekeeper must record all goals scored and penalties assessed – including time of goal/penalty, who scored/was assessed a penalty, who assisted, reason for penalty and time of return to ice.

Ensure all coaches and referees have signed the game sheet. If you see a player with a number which does not appear on the game sheet, advise the referee.

When the game is over, both the timekeeper and scorekeeper must sign the game sheet. All copies should be delivered immediately to the arena troubleshooter.

NOTE: Minor officials are to display impartiality and should therefore refrain from shouting at either team or the on-ice officials during a game.

REPORTING and RECORDING GAME SCORES

Prompt reporting of game scores to the statistician enables results to be posted at Walter Baker, relayed to other arenas to update scores and to the Tournament Web Master to record on the Web Site for those folks who are out of town and following their team's progress.

Please do not call other arenas or arena trouble shooters for game results. The Games and Tournament Representatives will take care of this task.

INFORMATION REQUIRED

As soon as you can, at the end of **each** game, fill in your book and call the game results stating:

Game number: This is important!!!! It's on the game sheet.

Arena: Kanata Rec A, Kanata Rec B, Walter Baker A, Walter Baker B, Sportsplex 1, Sportsplex 2 or Sportsplex 3

Time: Actual start time of game and indicate if running late or started early

Division: ie., U-12, U-14, etc.

Score: Visitor: Name of team and score
Home: Name of team and score

HOW TO REPORT

Call the Statistician at Walter Baker –613-314-8296. If there is no answer or busy, leave a message on the answering machine.

GAME SHEETS: Please file the white copies of the game sheets after you have phoned in the game results and they will be picked up periodically by someone from the committee. All game results that have been phoned in must be verified with the actual game sheet.