

TROUBLE SHOOTING GUIDELINES

#1 Responsibility: Make sure that every game has a timekeeper, scorekeeper and shot clock operator if it is a B, A or AA game. 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.

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. Try to fill in room assignments (white board or bristol board) to prevent being bombarded by every player on the team.

** 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.

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

Last Trouble Shooter of the day: see section on closing.

Game Sheets:

Have game sheets ready for the teams to fill out and **signed** by both team's coaching staff prior to each game. If a team adds a player or coach (as substitutions only) to their roster, ask if a TRF (Team Registration Form) Adjustment Form has been submitted. These are available in the arena binder and must be completed before the first game in which the substitution is made. Remember that a team can only use substitutions to bring their total number of skaters up to 10, irregardless of how many players are on their TRF (Team Registration Form). **Remind home teams when they sign in that they must send a scorekeeper to the desk to pick up the game sheet just prior to the game.**

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 Tournament Chairperson.

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 Rose Kunkel (613-818-1202). When reporting these scores please provide division name, game number, visiting team, visitor score, home team and home score.

BLUE SCORE BOOK update (Bell/Merivale/Splx1): Periodically arenas will be contacted with updated scores to record in this book. This book is sorted by division.

After each game at Bell, Merivale and SPLX1 (Yzerman) fax game sheet to Walter Baker (1-866-478-6519).

After each game at SPLX2, immediately take game sheet to SPLX1 (Yzerman), report score and fax game sheet to Walter Baker (1-866-478-6519).

After each game at Walter Baker immediately take game sheet to Score2stats who will be located either in the hallway between the two arenas upstairs.

At Stittsville, Kanata Rec Centre, Goulbourn Rec Centre, McNabb, Vanier, Brewer, and Peplinski, phone in the score to Walter Baker, photograph and email picture of game sheet to Walter Baker (1-866-478-6519 – instructions for photographing included on fax instruction page) and complete scores on arena schedule provided in book.

POSTING SCORES on Boards: To be done by designated tournament supervisors.

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.

Keeping on Time:

Games may be advanced 15 minutes if ahead of schedule and this **MUST** happen whenever the game before permits. As per the rules, teams must be ready to go on the ice 15 minutes ahead of their scheduled ice time. Ensure the arena workers, the coaches and the referees are aware if a game time is moved up.

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 a game is running behind, and the game has more than a seven goal split in the second period the clock will go to running time. This year there are signs to be filled in indicating whether or not the arena is ahead or behind and by how many minutes.

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 each arena (Sportsplex 1, Walter Baker, Bell and Merivale) will have a phone to aid in communications. The fax machine is also the phone. Please do not tie up the phone lines more than necessary.

Referee Sign In:

Please make sure that all referees get the troubleshooter to initial the game that they have refereed. All referees will have their own timecards for you to initial.

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. (Volunteer schedule should be in each binder but if not. Trust the volunteer for the time they tell you they came – you will have enough to worry about)

Granola Bars/Dried Fruit/Clementines:

These are to be prepared for each team with an assortment of baked, prepackaged and fruit in a small blue basket for each team on Friday, Saturday and Sunday mornings for games beginning with an 8, 9, 10 or 11. 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. Lock the rooms that will be required according to the dressing room schedule for the first game of the following day. This will be two rooms at Splex 1, two at Bell, two at Merivale and four at Walter Baker. Depending on the rental schedule for Saturday at Merivale and Bell, you may not be able to set aside two rooms, in which case, there is nothing that can be done about it and the morning trouble shooter may have to modify the dressing room assignments. The keys for these rooms as well as the plastic storage bins should be locked up in one of these rooms or when possible in the ref room. Return dressing room keys to the office or zamboni room (depending on arena).

Do not take any bins home. If something unforeseen happens and you do take it home you Must come to the arena at least 1 hour and 15 minutes before the first game starts.

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:

MERIVALE & BELL ARENAS

All items will be stored in the referee room at the end of each day – you will need to ask arena staff to open the room for you. All smaller items should be placed in blue bin if possible, including telephone and extension cord for it – with the exception of the phone extension at Bell – please ask Arena staff to leave phone extension outside the door of their office so that the phone can be plugged in when the troubleshooter arrives the next morning. Do not let anyone take the games sheets away from your table to fill in.

At the end of the day, store two of the change room keys in the referee room so that they will be available when the first teams arrive the next day (sometimes this can't happen due to early morning rentals – but it is best if it can be done).

After the last game at Merivale and Bell on Saturday, Nov. 20, please pack up all items (blue bin, phone, etc) and take it back to Walter Baker. **Also bring back the portable shot clock and any extension cords.**

Please ensure that you only give out room keys in exchange for car keys.

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. **Also bring back the portable shot clocks and any extension cords.**

Please ensure that you only gave out room keys in exchange for car keys.

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. 21, please bring ALL items (bin supplies, phone, etc.) to the Walter Baker Centre. **Also bring back the portable shot clock and any extension cords.**

Please ensure that you only give out room keys in exchange for car keys.

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.

Stittsville, GRC, KRC, Vanier, Brewer, McNabb and Peplinski

You should have a table set up for your use. If not, ask arena staff for one.

You will need to use your own cell phone or a pay phone to call in scores from these locations.

All Arenas, Rink staff will assist you with obtaining the keys.

Do not let anyone take the games sheets away from your table to fill in.

Please return your items/supplies to the Walter Baker Centre immediately after the last game.

Also bring back the portable shot clock and any extension cords.

Please ensure that you only give out room keys in exchange for car keys.

***GRC Friday Night: Kathy Noxon will take the items/supplies after the last game and return them for 9:00 a.m. on Saturday as we have no storage place in this arena.**

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

NEVER ANSWER ANY QUESTIONS WITH REGARDS TO TIE BREAKING – send these to Walter Baker for Kathy Noxon (Regional G & T representative) to answer.

TOURNAMENT CONTACT LIST

WALTER BAKER – 613-580-2424 extension 14592

SPORTSPLEX – 613-225-3307

BELL – 613-828-9629

MERIVALE – 613-224-1365

FAX – 1-866-478-6519

TOURNAMENT CHAIR: Shelley Glover– 613-858-0630 (cell) or 613-843-0519

TOURNAMENT STATISTICIAN: Score2Stats – Rose – 613-818-1202 and Tim – 613-808-9620

COLLECTOR OF INFORMATION FROM ARENAS: Kathy Noxon – 613-715-2653 (cell)
Kim Noxon – 613-620-0173 (cell)

REFEREE-IN-CHIEF: Kathy Noxon – 613-715-2653 (cell) or 613-489-2653 (home) or leave a message at Walter Baker (613-580-2424 extension 14592)

Protests, Grievances, Complaints, Discipline Issues, Emergency Shot Clock Replacement, etc.:
Fred Black – 613-316-1671 (cell) or 613-823-6017 (home) - or leave a message at Walter Baker – 613-580-2424 extension 14592

Any of the following people may be contacted in the event of a major unforeseen event:

Shelley Glover – 613-858-0630 (cell) or 613-843-0519 (home)

Fred Black – 613-316-1671 (cell) or 613-823-6017 (home)

Kathy Noxon – 613-489-2653 (home) or 613-715-2653 (cell) or leave a message at Walter Baker – 613-580-2424 extension 14592

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). Novice Rec games will run two 15 minute periods, stopped time with a two minute buzzer. There will be no scores shown for Novice Rec games.

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).

If a game is running behind and the game has more than a seven goal split in the second period the clock will go to running time. Please advise the referee.

*Please see Novice Rules for information that applies to this division exclusively.

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.

When the arena trouble shooter calls the results at the end of each game to the statistician based at Walter Baker, you will be given an update for every arena. Please fill in the scores in your book and update the wall record as you get results. This is especially important Saturday afternoon and evening leading to the final standings as teams will be checking at each arena for scores of games being played simultaneously. All game scores will be provided to you by the Statistician when you call in your game scores

Please do not call other arenas or arena trouble shooters for game results.

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: Bell, Merivale, Walter Baker A, Walter Baker B, Sportsplex 1 or Sportsplex 2

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

Division: ie., Petite B, Novice C, Tween A, etc.

Score: Visitor: Name of team and score

Home: Name of team and score

HOW TO REPORT

Call the Statistician at Walter Baker – 613-818-1202.

FILLING IN THE RECORD BOOK AND WALL RECORD

- Game numbers are listed in upper left corner of each box and correspond to the number on the report sheet. Shaded boxes indicate that no game is played between the two teams. Shaded boxes do not appear in every division.

- The score of the team listed down the left side is entered in the top box GF (goals for).

- The score of their opponent listed across the top is entered in the bottom box as GA (goals against).

- Two entries are made for each game result and the large box filled in with the points awarded.

Win = 2 points Tie = 1 point Loss = 0 points

- Goals for and against are important when determining tie breaking games from Saturday afternoon and until last games are played Saturday night.

- Fill in the record book first and then copy to the wall record.

- It is the statistician's job to determine final game standings. The arena trouble shooter should not get involved in discussions about points, breaking of ties, etc.. All questions should be directed to the statistician or tournament chairperson.

GAME SHEETS: Please file the white copies of the game sheets after you have phoned or faxed 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.