



Nepean Ringette Association

TROUBLESHOOTING SEMINAR – 2017

PRESIDENT NEPEAN RINGETTE: MEL GENEREAUX

PRESENTER: JOHN BERTRAM, VP ADMIN



Thank you !!

I am a volunteer

You are a volunteer

We are all volunteers doing our best, for the sake of our tournament and our girls

Thanks for your time, dedication and contribution



General Guidelines

Act as the host for your designated arena

Confirm officials for all games:

- Referees
- Timekeeper (must have experience)
- Scorekeeper (usually home team)
- Shot clock operator (must have experience)
** Note – no shot clock for U8, U9 or U10

Handle any “trouble” that arises, with access to additional support from arena staff or by phone to Tournament contacts (see end of presentation)



Arena Duties

Get the next game started, whenever possible up to 15 minutes early* and ensure all NRA volunteers (minor officials) are present.

Send game sheet from all games to Score2Stats, as quickly as possible (as soon as the game sheet is returned to you)

Assign dressing rooms (opposing teams not next to each other)

Give out dressing room keys (need car keys to secure – keep all keys out of reach)

Prepare Game Sheets

Provide forms for the recording of Injuries (Insurance and Injury Record). Injury forms should be submitted directly to the ORA and must be received within 7 days of the injury (do not collect)

Prepare baskets of fruit and granola bars (morning games) – Walter Baker and Nepean Sportsplex only

*** Note: if crush ice is in upper case, don't start game following 15 minutes early as this crush ice is in place to give required amount of time between games**



Arena Duties (continued)

Work with any assigned student volunteers (WB, Splex and Merivale only)

Initial hours/games for referees

Keep games on time (up to 15 mins early)

If games are on “Zamboni time” ensure that games end on the hour, regardless of how much time is left on the clock (see next slide)

Post scores (if arena has them)

Ensure dressing rooms are tidy



Zamboni Time

At some arenas we have limited ice and games must end after 50 minutes

Check Score2Stats for “See Notes”

Check games when you start your TS shift and advise arena staff, refs and coaches if game is on Zamboni time

Division : U10 Schedule Type : Schedule by Division

U10 Division Schedule

#	Type	Date	Time	Arena	Visitor	Scr	Home	Scr	Game Log	Player Log	Score Sheet	See Notes	Status	Ranking Game
U10-1	RR	Fri Nov 14	8:30A	WB B	Ottawa (Z)		Metcalfe (Bic)		View	View	View	1		
U10-2	RR	Fri Nov 14	11:00A	Stittsville	Metcalfe (BIG)		West Ottawa (D)		View	View	View	1		
U10-3	RR	Fri Nov 14	1:00P	Splex 1	Nepean (M)		Ottawa (Z)		View	View	View	1		
U10-4	RR	Fri Nov 14	1:15P	GRC B	Nepean (L)		Metcalfe (Bic)		View	View	View	1		
U10-5	RR	Sat Nov 15	8:00A	WB A	Nepean (L)		West Ottawa (D)		View	View	View	1		
U10-6	RR	Sat Nov 15	8:30A	WB B	Nepean (M)		Metcalfe (BIG)		View	View	View	1		
U10-7	RR	Sun Nov 16	12:00P	Peplinski	West Ottawa (D)		Ottawa (Z)		View	View	View	1		
U10-8	RR	Sun Nov 16	1:00P	Peplinski	Metcalfe (BIG)		Nepean (L)		View	View	View	1		
U10-9	RR	Sun Nov 16	2:00P	Peplinski	Metcalfe (Bic)		Nepean (M)		View	View	View	1		
U10-10	GS	Sun Nov 16	6:30P	WB B	2nd Place Team		1st Place Team		View	View	View			

#	Special Notes
1	Game runs on Zamboni flood time



Missing Volunteers

Don't panic or kill anyone standing close by!

Look for alternate volunteers amongst team parents or spectators

Student volunteers should not be pressed into service for timekeeping, scorekeeping or shot clock operator

Start the game as quickly as possible

Call the volunteer or (phone numbers in volunteer schedule)

If desperate, call Tournament Chair

Record details of "missed shift" in TS binder – team will be fined \$50 for each missed shift



Shot Clocks

Permanent shot clocks are in all arenas, except the following (need portables):

- Minto North & South
- Sportsplex 3

Remotes for permanent shot clocks are kept with arena bin, or with arena staff

Extra batteries for remotes in arena bins

Spare portable shot clocks at Walter Baker, GRC, Sportsplex, Bell or Merivale arenas

Shot clock administrator: John Bertram – 613-325-6590



Game Sheets

Game sheets STAY at Troubleshooting Desk except during actual game

Game sheets (originals – white copy) must be put in folder and will be picked up by Tournament representatives throughout the tournament - we are fined for every missing sheet

Give one copy of game sheet (pink or yellow) to each team (tuck sheet under keys for pickup)

TRF Adjustment Forms stay with the game sheets and will be collected at intervals throughout the tournament

- Expect that game sheets will be picked up every few hours



Game Sheets (continued)

All coaching staff must sign game sheet prior to game
(Home team picks jersey colour)

Give game sheet to Scorekeeper, who returns it after game is complete

Check game sheet for excessive penalties & call G&T Rep if:

- 30 minutes total for team
- 10 minutes for any one player
- 4 min major penalty where player did not fully serve (last 4 mins of game)
- Any Match or Misconduct penalties noted by referee
- **These conditions result in a suspension and must be addressed asap

If game sheet is taken by ref to write up major penalty, scorekeeper should advise TS desk to retrieve game sheet from ref



TRF Adjustment Form

Used for substitution of player or bench staff member – maximum of 4 substitutes permitted per team

Copy of form in TS binder

Must be completed and signed by the team's Head Coach prior to game

G&T approval required before player or bench staff member can step on the ice

Substitutions can only bring total skaters up to 12, regardless of how many players on original TRF

The team roster cannot increase in size due to substitutes



Keeping games on time

Games must start up to 15 minutes early, if possible*

Teams and officials must be ready to take the ice 15 minutes early

Knock on ref room door to advise refs of a possible advanced start

Check and monitor status of games for possible delays (injuries, technical problems, etc.)

Running time – if there is a 7-goal differential in the second period, game goes to running time

Post a sign at the TS desk to indicate whether you are on time, ahead or behind (estimate # of minutes)

If you fall more than 30 minutes behind, call the Tournament Chair(s).

- Kim Tremblay
- John Bertram

*** Note: if crush ice is in upper case, don't start game following 15 minutes early as this crush ice is in place to give required amount of time between games**



Scores – Reporting

Score2Stats – official statistician

All game scores must be reported to statistician

- WB – Fax on Friday, Sat and Sun - score sheets brought to S2S desk
- Bell & Merivale – Score sheets faxed to WB (fax # in TS guide – 1-866-478-6519)
- All other arenas:
 - Email picture of score sheet from your smart phone to info@score2stats.com



Scores - Posting

In TS binder, “Schedules” tab – find Schedule for your arena and record score for each game

Consult Score2Stats grids available on line at http://www.score2stats.com/s2s_new/User/DashBoard.aspx?eu=186&du=1935&pool=All+Pools&dn=

Score2Stats site is updated quickly and will have all game results

Do not discuss tie breaking or future game matchups – refer inquiries to G&T Coordinator



Student Volunteers

Students are helping at WB, Merivale and Splex arenas with the following:

- TS assistant or runner
- Penalty box doors
- Timekeeping (if qualified)
- Clean up and other misc duties

Sign in: Have students complete form (name, duty, sign-in time, etc)

Sign out: Note leaving time on form

Sign-off on any form the student brings to record their own hours



Troubleshooting Binder Contents

Blank paper for rough notes

TS Guidelines

Tournament Contact List

Timekeeper/Scorekeeper Guidelines

Fax machine Instructions

Tournament Ice Contracts (copies)



Troubleshooting Binder Contents

NRA Tournament Rules

ORA Games and Tournaments Rules

Forms:

- Missed Shifts – record missing volunteers
- TRF Adjustment Forms
- Chartis Insurance form (NRA Insurer)
- Sport Injury Report form
- Arena directions/maps – can be given out
- Hospital directions/maps – can be given out



Troubleshooting Binder Contents

Schedules – by Arena

Schedule – Volunteers

Timeclock Operating Instructions

Shotclock Operating Instructions

Shotclock Rules



Referee Room

One envelope in the arena bag/bin for the Ref Room (contains signage and documents)

Signage and Documentation

- Sign to be posted on the outside of the door – states the room is for officials and supervisors only
- Sign to be posted on the inside of the door – reminding refs to get their schedule signed
- Other NCRRL Rules to be posted on the ref room wall at arenas where U10 and below games are played
- Schedules to be posted on the ref room wall at main arenas
- Envelopes for officials containing their schedule to be left in the ref room.
- Make sure that all referees get their envelopes – very important.
- Post officials code of conduct inside the ref room



Key Contacts

Tournament Chair(s):

- Kim Tremblay– 613-252-4631 (cell)
- John Bertram - 613-325-6590 (cell)

ORA Games & Tournaments Rep

- Kathy Noxon – 613-715-2653 (cell)

Nepean Ringette Association President

- Melanie Genereaux – 613-850-2717

Statistician – Score2Stats

- Rose – 613-818-1202
- Tim – 613-808-9620

NRA Referee in Chief

- Patrick McKee – 613-295-1070 (cell)



Final Thoughts

Be calm

Use common sense – we are all parents, with experience in handling problems!

Be respectful of your fellow volunteers

Put the phone numbers for the Tournament Chairs in your mobile phone

Note: For troubleshooters working @Walter Baker and Splex 1, there will be envelopes being dropped for Kathy Noxon. Please ensure that these go back to WB; as these are provincial intents to proceed.

Opening and Closing

BY ARENA



Please be patient ...

... while we try to cover the 19 arenas we have in play in this tournament !!



Opening - General

Arrive at least 1 hour before start of first game (preferably 1.5 hours)

Set up TS table (may need help from arena staff)

Bring or locate arena bin/bag with all supplies

Ensure portable shot clock is working (Splex3 and Minto North and South)

Organize TS desk (game sheets, room keys, shot clock remotes, etc)



Closing - General

Return all supplies to arena bin/bag, including game sheets

If closing arena for the last time (i.e. no more games) – bring **EVERYTHING** back to Walter Baker (either that night or the next morning)

If closing at WB, Splex, Bell or Merivale **and there are more games the next day**, lock everything in the ref room



Walter Baker - Opening

Room 7 is our “storage” room for the duration of the tournament

Get key from arena staff and open Room 7

Take out all TS supplies, including white board for change room assignments

Set up at tables in lobby outside changerooms

Put up shot clock in the arena with no shot clock (Friday only – clock can stay up for the weekend)



Walter Baker - Closing

Unplug shot clock – leave in place for the weekend

If doing final closing on Sunday, remove shot clock and repack into box (including extension cords)

Return all TS supplies to Room 7

Ensure all game sheets have been given to statistician

Leave key to Room 7 with arena staff



Splex - Opening

Main TS desk is at the top of the ramp. No longer between rink #1 and #3.

Get key to Ref Room and other change rooms from arena staff (down ramp into bowels – the scary area under main lobby)

Referees use referee room (on left just inside door) to change, and food and extra supplies kept there

Friday – test portable shot clock in Arena 3

Arena #2 acts as a “satellite” to other 2 arenas, with its own desk; run items back and forth



Splex - Closing

Put all supplies (including fax machine) in Dressing Room #5 (arena 2); lock room

Give keys back to arena staff

Sunday – bring everything back to WB, including any shot clocks and cords

- Ensure that shot clock remote for Arena 3 goes into bin for Friday night.

Note: closing for Splex 3 – Shot Clock to go into room #5 (Arena 2) Sat evening. It will be picked up Sunday by John and brought back to WB.



Merivale Arena

On Friday, meet arena staff to get table and keys to rooms

Plug in fax machine – office near front door; trail cord out of office and set fax on chair

Set up TS table outside of arena glass area

At the end of day Friday, lock everything in the Ref Room.
Spare shot clock to stay in Ref room.

At the end of the day Saturday, bring everything back to WB.

Close for Merivale on Sat to bring shot clock back to WB.



Bell Arena

On Friday, meet arena staff to get table and keys to rooms

Plug in fax machine in small room at the top of the stairs

Set up TS table in lobby outside of arena glass area

Post score grids on the wall

At the end of day Friday, lock everything in the Ref Room

At the end of the day Saturday, bring everything back to WB – including spare shot clock.



Smaller Arenas

On arrival – find arena staff

Ask arena staff for table, keys to rooms, and shot clock remotes

Set up your TS desk with supplies from arena bin/bag

Keep your phone handy to call for help if you're stuck

Return all supplies to WB at close (evening or early next morning)

Tom Brown, Sandy Hill, Richmond, Ray Friel & Potvin

If you have a portable shot clock, these will be taken down according to the schedule. John Bertram will coordinate this with each respective arena.



Arena Notes - Misc

GRC - supplies can be left with arena staff to lock up overnight in their office

Game sheets for Sunday – may not arrive until the morning of (not printed yet)



Minto Shot clock

Opening TS Friday and close Saturday – call John Bertram (613-325-6590)

Shot Clock will be setup on Friday morning for the first games at Minto North and South for 9am & 9:15 am respectively.

Clock to be taken down when games are completed and taken back to Walter Baker after last game on Saturday. Shot clock can go to WB on Sunday morning.

- Shotclock (north) will be taken around noon to Bell arena to be used as a spare.
- Ensure that shot clock remote goes into the arena bin on Friday night for Saturday games.
- Shot clock remote goes into case when games are done on Saturday evening
- Remaining shot clock to go back to WB when closing up.

The staff at Minto will help you set them up (and take down) as we are not allowed to use step ladders in the rink because of liability. The City staff will go up and down the ladder for you. Please factor this into your time for closing.

Questions ???

THE END

