



## Hockey Alberta Summit

### *Participant Satisfaction Workshop – MHA*

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## Creating the trust of membership in the MHA Executive?

### What is currently working?

- Paid administration
- Clear process to share concerns from parents and volunteers
- Informative website and social media
- Recruiting the right people to board positions
- Inviting membership to meetings
- Parent education sessions
- Adherence to Policies, bylaws and procedures
- Financial transparency – what fees cover
- Clear conflict of interest policy

### What could be done differently or improved upon?

- Formal feedback from membership (not just coaching surveys)
- Sharing of meeting minutes
- Succession plan and record keeping for executive turnover
- Ongoing communication – not just start and end of season
- Clarity on roles and responsibilities – How are decisions made and who makes them
- Clearly communicated processes and policies
- Approachability and willingness to listen to feedback
- Third party player evaluations
- Non-parent division director positions
- Ensure website is accurate and updated in a timely manner

### How can Hockey Alberta Help?

- Engage members more often for feedback and ongoing communication
- Provide standardization and best practices on key issues – templates that MHA can adapt
- Be visible accessible
- Parent education and training sessions
- Create framework of association expectations “MHA 101” – include accountability
- Share Hockey Alberta processes – How are decisions made and who makes them
- Standardization of evaluation criteria and process
- Platform for all relevant information and for MHA’s to share
- Clear and accessible contact information and who to contact
- Sharing of survey results
- Push messaging on values and what the sport can provide regardless of level



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## **Recruitment/Selection, Training & Evaluating Volunteers**

### What is currently working?

- Financial compensation for training
- Screening process for key volunteers
- Opportunities for sharing, networking and best practices
- Acknowledgment and appreciation
- Coach meeting to go through expectations and supports
- Honorariums
- Team Manager handbooks
- Position descriptions, expectations, and compensation – clarity for recruitment

### What could be done differently or improved upon?

- Mentorship and support to coaches
- More targeted recruitment – specific strategies for board, coaches and additional volunteers
- More communication and education to new parents – get them involved early on
- Targeted coach training for age and division
- Meeting with key groups (Coaches, Team Manager, Treasurer, Fundraising Coordinator)
- Utilize survey results to help volunteers improve and determine if they are the right fit
- Selection of volunteers that best align with MHA Mission/Vision
- Ensure we get the players perspective when evaluating coaches
- Volunteer incentives – track suits, reduced fees, gift cards (gas, meals, hotels)

### How can Hockey Alberta Help?

- Training for MHA executives
- Visibility and marketing on key issues/topics – in arenas, social media, websites
- Sharing resources, templates, and best practices – JD's, volunteer manuals,
- More coach resources and training – both hockey and soft skills
- Online tutorials on important issues and processes
- Virtual training sessions that are easily accessible
- Clear standards on selection, training, and evaluation



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**Increasing the Players experience**

<u>Solution</u>	<u>Responsibility</u>
Foster an environment where <u>FUN</u> is prioritized.	MHA (Minor Hockey Association) – set expectations of volunteers Coach – focus on what is important Parents – decrease pressure
Create opportunities outside of games and practices for positive experiences (team functions, informal gatherings, team building activities community initiatives)	Coach and Team Manager Hockey Alberta provide team building resources
Process for friends and families to play on same team when within reason. How do we make this easier?	MHA
Parent meeting at the beginning of the season to set expectations of behavior, roles & volunteer recruitment	MHA
Utilize surveys and feedback from membership to help process and overall experience	MHA
Simple process for players to submit issues of abuse and maltreatment	Hockey Canada, Hockey Alberta, MHA
Accountability for parents – Process to enforcing and removing those that continue to show bad behavior	Hockey Alberta, MHA
Giving players opportunity for “free play”. Over structuring of all aspects can take away some of the enjoyment. Offer MHA supervised free skates by age/division	MHA and Coach education
Programming options based on needs of participants. Learn to play, recreation, tiered, elite.	MHA on the delivery and Hockey Alberta to create structure education and support



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Mentorship program where older players role model, engage and help coach younger teams.	Minor Hockey Association Hockey Alberta share best practices
Ensure every player feels valued. Interact with them and kids and people not just players.	Coaches – cannot just be the head coach.
More tournaments. The excitement around tournaments (# of teams in the arena, raffle tables, team hotels, team meals, competition).	MHA & Leagues – ice allocation and creative scheduling to include more regular season play within tournaments
Appropriate schedule and travel for both practices and games. Time of day, distance, duration, frequency.	Leagues, MHA, Parents and Coaches, town/municipality
Better understanding of the players needs Vs. the parents needs	Hockey Alberta, MHA and Coaches
Mental health awareness and tools for both players and volunteers	Hockey Alberta, MHA, Community Organizations and Experts