



ZONE OPERATIONS MANUAL

VERSION 1

JUNE 17, 2021

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Introduction

The Zone Operations Manual supports the operations of Zone teams at the U14, U16, and U19 Divisions as outlined in the *Zone Division Guidelines*. The Zone Operations Manual is a companion resource for the *Zone Division Guidelines* and the Evaluation Manual. It is a supplementary document to inform League Administrators, Club Association Board Members, Zone Coaches, athletes and parents on the operations of the Zone Ringette Program.

The Zone Operations Manual will be updated and reviewed each season to provide the most up to date information on the Zone Program and any changes to the competition format within ringette.

Associations should work with the Zone Operations Manual, Zone Division Guidelines and any other resources to provide to all their athletes, coaches, parents, and volunteers a quality sport environment.

The Operations Manual informs decisions to be outlined in a Zone's *Memorandum of Understanding*.

It is strongly recommended that the *Memorandums of Understanding* are signed and completed by August 31 of each playing season.

If there are inconsistencies between the Zone Operations Manual posted on the Ringette BC website and other Manuals, the electronic version of the Manual posted on the website will be deemed to be the most current and up to date version.

SECTION 1: ZONE COORDINATOR

1. Zone Coordinator

The Club Associations, within any given Zone, will agree to appoint a knowledgeable, impartial and preferably, experienced, individual to act as the Zone Coordinator for their Zone. Zone Coordinators are responsible for adhering to the Zone Team Guidelines including Coach selection, evaluations, Team formation as well as assisting with Zone Team management and any other duties/tasks related to Zone teams for the season.

The Zone Coordinator role is predominately an administrative role with a strong focus on clear and consistent communication within the Zone. Additional volunteers may be needed to support the Zone Coordinator and can be designated as necessary to support the Zone Coordinator.

1.1. Zone Coordinator responsibilities

- a) Participate in the Coach selection process within their Zone;
- b) Ensure all Club Associations have clearly communicated relevant dates and locations for Zone evaluations in a timely and consistent manner;
- c) Appoint an Evaluation Coordinator. The Zone Coordinator may act as the Evaluation Coordinator if one is not available;
- d) Ensure that the Evaluation process is conducted in accordance with the Zone Guidelines and related Evaluation Manual;
- e) Participate in the Team Selection review process with the Zone Head Coach and Club Association representative(s);
- f) Review the Zone team schedules to ensure that there is a fair and equitable schedule that aligns with the Zone Guidelines;
- g) Liaise with relevant League Representatives;
- h) Receive and determine next steps for any complaints, discipline or concerns within their Zone;
- i) Host brief orientations to outline expectations and high level information on the Zone program; and
- j) Review proposed Zone team budgets for teams within their Zone.

1.2. Zone Coordinator Selection and Eligibility

Zone Coordinators are selected by the Club Associations within each Zone through a nomination process. To be eligible for consideration as a Zone Coordinator, the individual should meet the following criteria:

- a) Be a member in Good Standing with one of the Club Associations within a Zone;
- b) Can be a member of one of the Club Association's Board of Directors;
- c) To ensure impartiality, the individual should not be or anticipate to be a member of the Bench Staff (example: coaches); and
- d) Where possible, the individual should not be a parent/guardian of an athlete who will be evaluating for a team in the Zone program.

1.3. Characteristics of a Zone Coordinator

- a) strong communication skills, the ability to delegate and work with a team;
- b) experience with athlete evaluations and the Team Formation process (at any level);
- c) able to dedicate at least two to three hours per week on average as well as the following additional hours during the season:
 - i. Start up:
 - July - Coach Selection (4-5 hours)
 - September & October - Athlete Evaluations and Team Formation (5-6 hours per week of evaluations)
 - ii. Other Critical times:
 - October/November - finalization of team rosters and season scheduling (3-4 hours)

1.4. Zone Coordinator Appointment

- a) Each Zone Coordinator will be appointed by the Club Associations within the Zone by June 1 of any given season.
- b) Once selected and appointed, name and contact information will be provided to Ringette BC, the League and shared with the Club Association membership.

SECTION 2: ICE ALLOCATION AND TRAINING

2. Ice Allocation & Scheduling

As per the *Zone Guidelines*, each Club Association in the Zone is responsible for allocating ice to Zone teams based on the proportion of the athletes from their Club Associations rostered to the Zone teams (affiliated athletes are not to be included in the proportion of ice allocation).

Each Club Association within a Zone will sign a **Memorandum of Understanding** ahead of the season start to ensure that there is clearly outlined understanding of requirements through the season. See Appendix A for an MOU template.

2.1. Ice Allocation and Facility Scheduling

- a) Club Associations will allocate ice based on the ice they are provided in their respective ice contracts.
 1. There is no guarantee that Zone teams will receive a full sheet of ice for every practice.
- b) The Zone Coordinator will review the proposed ice schedules for Zone teams;
- c) Zone teams can rent additional ice to supplement what they have been allocated by the Club Associations at their own costs.
 1. Team Budgets should reflect the potential for additional ice costs
- d) Each Zone must provide the Head Coaches of Zone Teams with a forecasted schedule of allocated ice (number of practices, not specific times or locations) to support the Head Coach in developing a team budget that will be distributed to potential Zone athletes.
- e) **Zone U14 training guidelines¹:**
 1. Training to Competition ratio: 60:40
 - **On Average:** 2 to 3 sessions a week (1-2 training sessions, to 1-2 Competitions weekly)
 - Training can include on and off ice training such as cardio, flexibility training, and social activities
 - Training can be 1-2 team sessions and 1-2 individual sessions
 - Training sessions should be 60-90 minutes each
 - At this stage Athletes are encouraged to participate in multi-sports to ensure they are learning different skills and abilities.
- f) **Zone U16 and U19 training guidelines²:**
 1. Training to competition ratio: 60:40

¹ [U14 Zone Division Guidelines - Appendix](#)

² [U16/U19 Zone Division Guidelines - Appendix](#)

- **On Average:** 3 to 4 sessions a week (2-3 training sessions, to 1-2 competitions weekly)
 - Training should include on and off ice training such as dryland cardio, flexibility training, mental training and scenario analysis.
 - Training can be 1 - 2 team sessions and 2-3 individual sessions.
 - Training Sessions should be 60 – 90 minutes each
- 2. Training does not ALWAYS have to be with the team AND it does NOT have to be ON-Ice training. It should include the dryland training.
- g) The Associations should be able to provide one to two sheets of ice per week on average based on the proportionality of athletes on the team.

2.2. Ice Costs and Facility Rentals

- a) As registration fees for Zone are collected by the Club Associations, ice allocation Associations should provide to the Zone teams based on their proportion of athletes, and, as outlined in the MOU.
 - If a Club Association is unable to provide their ice allotment for the Zone team, there should be a clear outline of the costs for whichever Association providing the ice.
 - For example, if an Association has lost access to a facility and now does not have enough ice to support the Zone team, then they would financially compensate the Association that is fully covering ice allocation.
- b) This should be outlined, and agreed upon in the MOU
- c) A Club Association can provide shared ice to fulfill their requirements even if the other Club Association is, able to provide full ice sheets on a regular basis.
 - If Associations do not feel that is equitable, a resolution should be outlined in the MOU.
- d) The objective of Zone is not to create a financial barrier to participation. All teams in an Association should have equal access to facilities. Zone teams may receive or pay for additional opportunities, if available. As such, additional costs may be incurred. This should be outlined in the Team budget.

2.3. Athlete Development Opportunities for Zone Athletes by Club Associations

- a) Zone athletes should be invited to athlete development initiatives such a goalie clinics, power skating, dryland training, offered to other teams by their Home Club Association.
- b) Zone Coaches should incorporate Athlete Development opportunities into their schedule and training ratio to ensure that athletes are not overtraining.
- c) If a Club Association does not offer Athlete Development opportunities through their general Registration benefits, Zone athletes should be afforded the opportunity to participate in athlete development opportunities in another Club Association within the Zone. If these opportunities are not available, the Zone Head Coach should consider how to offer these benefits to all their athletes.

2.4. Volunteer Expectations for Zone participants

- a) Zone Participants are members of the Home Club Association and are expected to volunteer and give back in accordance with each individual Club Association's volunteer policy.
- b) Zone Participants should continue to be involved in their local Club Associations.

SECTION 3: Evaluation Process

3. Evaluation Process

All age-eligible athletes must receive Zone Evaluation information from their Club Association. The process and a detailed overview for Zone Evaluations can be found in the [Evaluation Manual](#).

3.1. Evaluation Documentation

- a) The Evaluation process must be documented and confidential;
- b) Athlete evaluation information is not to be disclosed to anyone outside of Team Staff and the Selection Committee, either during or after the evaluation process, except as may be required to address a grievance;
- c) Athletes are able to request to see their individual evaluation scores.
- d) Evaluation sheets must not contain athlete names or pre-filled identifiers such as pinnies or jersey numbers;
- e) Evaluation information is to be collected and recorded by one designated individual (Zone Coordinator or Evaluation Coordinator) throughout the evaluation process; and
- f) Evaluation data and notes must be provided to the Head Coach by the designate within 48 hours of the conclusion of each ice time. Head Coaches, or other team staff, are not to collect the evaluation forms.

3.2. Qualifier for Attending an Evaluation

- a) Athlete must be registered and age eligible to attend the evaluation;
- b) There is no base ordinal requirement to attend an evaluation; and
- c) Any athlete that expresses interest in attending Zone evaluations is permitted to attend as long as they are registered with their Home Club Association and a member in good standing; and
- d) Any athlete that is of age to attend a Zone team evaluation should receive the information for Zone team evaluations within their region.

3.3. Evaluation Fees

- a) Zones are permitted to charge an evaluation fee to athletes. This fee must be included in the Memorandum of Understanding between Club Associations within the Zone and clearly communicated to eligible athletes.

3.4. Evaluators

- a) All Club Associations within the Zone that have athletes attending the evaluations are to provide evaluators.
- b) Club Associations may choose to use independent, skilled and knowledgeable evaluators not tied to any of the Club Associations. This option must be outlined in the MOU.
- c) Club Associations are permitted to pay evaluators for their time. This should be outlined in the MOU.

SECTION 4: TEAM SELECTION

4. Zone Team Selection

The Evaluation Coordinator will form the Zone Team Selection Committee who will assist with selection process. The Selection Committee should include the Head Coach and the Evaluation Coordinator.

4.1. Selection Committee's Evaluation Process objectives

- a) To provide a fair and impartial assessment of an athlete's during the evaluation process;
- b) To ensure the evaluation process was followed and documented.

4.2. Selection Committee's Team Formation objectives

- a) To support Head Coaches to build a team based on their coaching philosophy and knowledge of athlete skills and attitude;
- b) To form teams comprised of athletes of similar skill and ability where the athletes can equitably develop and participate at the competitive level; and
- c) To form teams that are competitive in the Leagues in which they play and capable of challenging for Provincial and Western Canadian Championships.

4.3. Role of the Club Association

Zone team evaluation schedules shall be overseen by the Selection Committee and led by the Zone Coordinate and/or Evaluation Coordinator in alignment with the Zone Team Guidelines. The schedule should consider overarching goals of a fair and efficient evaluation process.

- a) The Zone Team Guidelines require teams to be declared no later than September 30 of each playing season;
- b) There will be a minimum of three (3) and a maximum of five (5) evaluation sessions total.

- Athlete must participate in a minimum of three (3) sessions; unless they have been approved for an exception (Refer to Policy 2.4 - Injury and Absence Policy);
 - The number of evaluations will be dependent on the number of athletes evaluating in a specific zone;
 - The evaluations will consist of skills and game play.
- c) If a Zone or Club Association requires an adjustment to the timelines, they must apply to Ringette BC in writing within five (5) business of the deadline;
- d) The number of athletes assigned to each evaluator should not exceed a ratio of six (6) athletes per evaluator.

SECTION 5: ZONE TEAM OPERATIONS

5. Zone Team Operations

The Zone Coordinator will liaise with each Team Manager for items related to scheduling, jersey ordering and other team items such as walkout wear.

5.1. Zone Team Budgets

Zone team staff must develop and present a team budget each season. The Zone Coordinator is to assist with this process.

- a) It is strongly recommended that a **draft** budget/range for Team fees be provided to athletes/families at time of team selection (or earlier, if possible).
- b) Team budgets should provide details on what expenses will be covered by team fees;
- If the proposed budget is over a \$1,000 in team fees the amount will be voted by the parents/guardian. (See Team Fees for details on voting process).
 - the Zone Coordinator will share with all Club Association Treasurers and/or Presidents.
- c) If the Associations wish to determine ahead of the season start what the applicable team fees for each Zone division team should be or provide coaches with a range that should be clarified within the **Memorandum of Understanding** agreement and communicated to all potential coaches and parents/guardians ahead of team selection.

5.2. Team Fees

- a) As per the Zone Division Guidelines, Zone teams operate a team bank account that requires two or more signatories on the Account. That account can exist within a Club Association within the Zone or be stand-alone for the season;

- b) Team Fees must offer a payment plan and should be collected at designated points of the season as outlined;
- c) Team Fees that exceed the following amounts after the budget was reviewed by the Zone Coordinator must be presented to the parents and voted on by the parents through an anonymous democratic process that is supervised by the Zone Coordinator or an independent Association Representative as designated by the Zone Coordinator.
 - Example U14 Zone: \$1,000
 - Example U16 Zone: \$1,000
 - Example U19 Zone: \$1,000
- d) Financial updates should be provided to the team, the Zone Coordinator and to the Club Association Treasurers at least twice during the season. Schedule should be outlined by the Zone Coordinator so all teams know their reporting timelines.
- e) Examples of what team fees include:
 - Walkout wear;
 - Additional ice or gym rental or dry land training;
 - Tournament fees;
 - Banking fees; and
 - TeamSnap or other platform.

5.3. Officials Scheduling and Payment

- a) Officials scheduling should be scheduled in accordance with the standard process utilized within the Leagues. See examples below:
 - Example 1: If the Club Association Referee in Chief (RIC) typically schedules officials, then the Club Association who has provided the ICE for the game is responsible for scheduling officials; OR
 - Example 2: If the League schedules officials for all League games, the League RIC will be responsible for scheduling officials for the Zone games as well as all other games.
- b) Remuneration to officials should be clearly outlined;
- c) Payment options will be different depending on the scheduling system in place for officials (as above)
 - If the Club Association schedules the officials, the Home team will pay the officials and the cost of the officials will be on the Club Association who supplied the ice.
 - If the League schedules the officials, the League will pay the officials and will collect fees from the Club Associations to cover the official's game fees.
- d) If teams are scheduling officials for scrimmages, rescheduled games, exhibition games, etc, they are to contact the host Club Association RIC based on the ice rink that will host the game.
- e) The process for Officials Scheduling and payment should be outlined in the **Memorandum of Understanding** so that all Club Associations within the Zone understand the related costs; particularly if one Club Association is more consistently providing "GAME" ice.

5.4. Jerseys

- a) Jersey crest for a Zone team can be either League or Ringette BC, at this time. By 2024, all Zone teams will have Ringette BC for their main crests. Optional: Club Association logos for the Associations who make up the Zone may appear on the jerseys (suggested location: shoulders);
- b) Jersey Numbers must be displayed in accordance with the Ringette Canada Rule Book;
- c) As outlined in the MOU, Zone jerseys will either be purchased annually by the team (keepers) or purchased by the Club Associations within the Zone and returned at the end of each season with requirements for jersey deposits.

- d) Zone teams should consider wearing black only ringette pants as part of their official uniform. This will help keep the costs reasonable. However, if teams wish to add pants to their uniforms, that cost should be included in the Zone team budget.

5.5. Walk-Out Wear

- a) If a Zone team wishes to add walk out wear, the cost should be included in the team budget;
- b) Walk out wear should be kept consistent for Zone-specific teams and should not change season over season to help keep costs low and provide participants the opportunity to wear the off-ice uniforms more than once;
- c) The Zone Coordinator is responsible for approving walkout wear to ensure consistency from U14 to U19.

SECTION 6: COMMUNICATION

6. Communication

All communications that may require a change to the terms of the MOU will be sent from the Zone Coordinator to the Club Associations within the Zone allowing them to make informed decisions.

Communication to athletes, parents/guardians, coaches, referees, etc. will vary depending on the time of the season and what is being communicated.

6.1. Communications by a Club Association

- a) Communication by Club Associations within a Zone to athletes, parents/guardians and coaches on a Zone team should be managed by the Zone Coordinator. Zone Coordinators are responsible for ensuring that all Zone participants receive pertinent communications from Club Association(s).

6.2. Team level Communication

- a) Communication specific to the team should be managed by the team;
- b) Team level communication should ensure that it adheres to all relevant Codes of Conduct, Safe Sport best practices, and the Rule of Two;

6.3. Zone team to Zone Coordinator

- a) Zone teams should communication with either the Zone Coordinator or directly to the Club Association President.
- b) As a courtesy, the other Club Association contacts in the Zone and Zone Coordinator should be included in their communication, unless there is a confidentiality concern

6.4. Communication Technology

Regardless of the method of communication, it is essential that Zone teams receive communication from their Club Associations and vice versa. The Zone Coordinators primary role after team formation is to ensure that the Zone teams receive timely and relevant communications.

- a) If a League or Club Association uses TeamSnap or other technology to communicate, the Club Association should ensure that the members of their Club Association involved in Zone teams are still included on mass Club Association Communications such as Annual General Meeting notices;
- b) Zone Coordinators should be included on TeamSnap or other Team communication apps to ensure that they are able to communicate directly with teams.

SECTION 7: DISCIPLINE AND COMPLAINTS

7. Discipline and Complaints

Ringette BC is committed to ensuring that all ringette participants are participating and enjoying ringette in a safe and inclusive environment free of abuse, harassment and maltreatment. Participants within the Zone program are able to express concern or file complaints.

7.1. Receiving Complaints

- a) Participants such as athletes, parents, coaches, referees, volunteers, etc. can submit complaints or concerns regarding members of Ringette BC;
- b) Complaints or concerns can be submitted to an individual at:
 - the team level such as a coach or manager;
 - at the Club Association level such as an Club Association President or the Zone Coordinator;
 - to the League; or to
 - Ringette BC;
- c) If a participant is where their complaint/concern should be submitted, please contact their Zone Coordinator OR speak with their Home Club Association President;
 - Depending on the nature of the complaint the individual may be redirected to contact a different individual or organization, or they may be asked to speak directly with the coach(es) of the Zone team;
- d) Participants should contact someone either within their Local Ringette Association or the Zone Coordinator if they have a concern.
- e) If the complaint is related to a potential breach or violation of an applicable Code of Conduct, the participant can contact Ringette BC.

7.2. Discipline and Complaints Policy

- c) All Complaints follow the Ringette BC Discipline and Complaints Policy;

- d) All participants including athletes, coaches, volunteers, officials and spectators must adhere their applicable Codes of Conduct;

Appendix A

Template Memorandum of Understanding for Zone teams

Appendix B – Job Descriptions:

1. **Zone Coordinator**

- Participate in the Coach selection process within their Zone;
- Ensure all Club Associations have clearly communicated relevant dates and locations for Zone evaluations in a timely and consistent manner;
- Appoint an Evaluation Coordinator. The Zone Coordinator may act as the Evaluation Coordinator if one is not available;
- Ensure that the Evaluation process is conducted in accordance with the Zone Guidelines and related Evaluation Manual;
- Participate in the Team Selection review process with the Zone Head Coach and Club Association representative(s);
- Review the Zone team schedules to ensure that there is a fair and equitable schedule that aligns with the Zone Guidelines;
- Liaise with relevant League Representatives;
- Receive and determine next steps for any complaints, discipline or concerns within their Zone;
- Host brief orientations to outline expectations and high level information on the Zone program; and
- Review proposed Zone team budgets for teams within their Zone.
- Strong communication skills, the ability to delegate and work with a team;
- Experience with athlete evaluations and the Team Formation process (at any level);
- Able to dedicate at least two to three hours per week on average as well as the following additional hours during the season.

2. **Evaluation Coordinator**

- Supervise the evaluation and team selection process for each zone.
- Ensure that the process proceeds with fairness and impartiality.
- Coordinate ice times within the Zone, ensure that on-ice instructors are scheduled and recruit and schedule evaluators for the evaluation process.
- Be available to answer any questions or concerns that the Coaching staff and/or Evaluators may have during the evaluation process.
- Collect and calculate all evaluation scores and provide them to the Team Staff.
- Provide on-ice instructors with an on-ice evaluation plan including drills, set-up, etc.
- Provide each Evaluator with a list of players to evaluate at each ice time.
- Provide uniformity and consistency in the evaluation process such that player and parent expectations are managed in a fair manner.

3. **Coach Selection Panel Participant**

- Review all Zone Coach applications including references that have been submitted for their Zone.
- Review the Zone Division Guidelines.
- Actively participate in the interview process, ask questions of the coach applicant and provide insight to the panel on your individual perspective.
- Declare any potential bias you might have with an applicant.

Appendix C – Supporting Links and Resources

1. Zone Division Guidelines
 - [U14 Zone Division Guidelines](#)
 - [U16/U19 Zone Division Guidelines](#)
2. Athlete Experience Report
 - [Athlete Experience Pathways](#)
3. Evaluation Resources
 - [Evaluation Manual](#)
 - [Evaluation criteria charts](#)
 - [Evaluation team score card](#)
 - [On-ice evaluation session plans](#)
4. Zone Coach Selection Information
 - [Zone Division Coach Application Package](#)
 - [Zone Coach Candidate Information sheet](#)
 - [Standard Interview Questions](#)
 - [Zone Coach Administration Process Manual](#)
5. Athlete Resources
 - [Athlete Development Matrix \(ADM\)](#)
 - [Long-Term Ringette Development](#)

Appendix D – Timeline

June	<ul style="list-style-type: none"> • Identify Zone Coordinator for each Zone • Begin discussion within the Zone to complete the MOU
July	<ul style="list-style-type: none"> • Zone Coordinator Appointment (early July) • MOU finalized and signed by participating Club Associations • U16/U19 Head Coach Interviews • U16/U19 Head Coach Selection (July 31st)
August	<ul style="list-style-type: none"> • U16/U19 Head Coach selects Assistant Coach Selection, in collaboration with and approved by Selection Committee • U14 Head Coach Interviews • U14 Head Coach Selection • Head Coach provided with ice, jersey, equipment and other important season (if available) information (August 8th) • All Head Coaches provide draft Team Budget to Zone Coordinator (August 15th)
September	<ul style="list-style-type: none"> • U14, U16 and U19 Zone Evaluations • Zone Team Selection – Rosters Finalized (September 30th)
November	<ul style="list-style-type: none"> • Final Team roster due to Ringette BC
December	<ul style="list-style-type: none"> • Submit Commitment to Attend Provincial Championships and Western Canadian Ringette Championships

Ringette Canada's Guiding Principles of Competition – All Divisions

To pledge to the Ringette Canada Guiding Principles of Competition [click here](#).

- 1) Ringette experiences are **meaningful for all participants and teams** from the beginning to the end of each season.
- 2) Ringette is always a **fun, positive experience**.
- 3) Every ringette participant, coach, official, volunteer and administrator has an opportunity to improve.
- 4) The system of competition (tournaments, leagues and championships) supports each participant in seeking their level of **personal excellence** based on their definition of success. Participants can **choose to enroll** in a program which places them on the **excellence pathway**.
- 5) Nobody is disadvantaged by playing at a “lower” level. Participants are provided access to appropriate development pathways to progress to a “higher” level if they desire.
- 6) The system of competition supports and rewards LTAD-based training informed by [Ringette Canada's Athlete Development Matrix](#).
- 7) Competition reflects the [True Sport Principles](#) and the values of Ringette Canada.

If you have questions regarding the above information please do not hesitate to email the Ringette BC Executive Director at executivedirector@bcringette.org or call 604-629-6583.