



Credit Valley Wolves

Minor Hockey Association

Hockey, for Fitness, Fun and Friendship

www.creditvalleywolves.com

Frequently Asked Questions

April 30, 2010

Who runs the Credit Valley Wolves?

- **The board of directors.**
 - **Everyone who is involved with the Credit Valley Wolves is a volunteer.**
 - There are no paid positions within any of the MHL associations. The number of hours put in by our board of directors and executives to ensure your child has the best hockey season possible is too large to count.
 - Additional volunteers are always welcome!

Where can I find out your Association Policies?

- **All policies are available via the association handbook which is posted on our web site.**

Where can I find contact information?

- **Contact information for all Credit Valley directors and executives is on our web site.**

What is House League convening?

- **The process of ensuring both your child and the entire team are playing at the correct house league level (red/white/blue/green) to be competitive.**

What if I feel my child should be playing at a higher level?

- **Please remember, hockey is a team sport.**
 - If you feel your child should be playing at a higher level, it might be more productive to encourage them to help their team-mates become better players.
 - All MHL associations will attempt to place your child at the correct level and balance the teams to the best of their abilities.

What are my options if I am unhappy with the impending results of convening?

- **Please speak with your coach prior to the end of convening regarding your concerns.**
- **Prior to the end of convening, you may ask for a release in order to move your child to another MHL association; however, please read the following considerations:**
 - Our association is under no obligation to "release" your child to play with another MHL association. Each decision will be made on a case by case basis taking into consideration the best interests of the team and the child.
 - During house league registration, once a level is full it will be **closed**, so children who wanted to play for your current team may have been turned away.
 - When you move to another association it:
 - Will leave your team short of players.
 - May cause a child who is happy on their team at the other association to be moved down to make room for your child.
 - Your registration refund will be pro-rated per your associations stated policy (see the web site and/or handbook for this information).

What is your refund policy?

- **All refund requests must be received in writing (email is acceptable).**
 - The house league refund policy is available via the web site and handbook.
- **The "A" team refund policy is available via the handbook on our web site.**

How do you determine practice schedules?

- **The city of Mississauga allocates ice to all MHL associations.**
 - Based on what is allocated, we do the best we can, factoring in the MHL game schedule ("A" teams play during the week while House League generally play on the weekend), the location of the practice ice and the age of children on the team. The younger children cannot practice late at night, so unfortunately the older ones may end up with a late practice schedule.

Why are there 2 teams practicing at the same time (half ice)?

- **From Minor Novice to Minor Peewee, it is normal to have 2 teams sharing the ice.**
 - This is to help keep registration costs down as practice ice is the major expense for all MHL associations.
 - The city ice allocation policy is to provide half ice for this age range.

Why is my child only playing a few minutes per game?

- **It is the policy of all MHL associations that all house league players receive *equitable* ice time during games. Remember, ice time will vary per game, with between 8 and 12 minutes per game considered normal (depending upon penalties and other game factors). Prior to speaking with the coaching staff or association, please determine:**
 - Is this a regular occurrence?
 - When your child appears to receive less ice time, how were they feeling that day? If the coach notices your child is tired or not feeling well, they may take this into consideration.
 - Are you upset about this or is your child upset?
- **If you are still concerned:**
 - First, remember the '24 hour rule' then speak with the coach or assistant coach.
 - Second, you may speak with our House League Head Coach or our VP of Operations.

What is the '24 hour rule'?

- **If you are upset with anyone at the association, we ask that you wait 24 hours prior to contacting them. This is a 'cooling off' period for all parties involved.**

Who else may I speak with about my concerns besides the coach?

- **Our House League head coach, our VP of Operations, or our Wolf Cubs director will be happy to assist you.**
- **If you prefer to call, you may leave a message on our 'info line' at (905) 785-0273 and someone will return your call as soon as possible.**

How can I find more information about House League Sponsorship?

- **The information is posted on our web site under House League Sponsor FAQ.**