



Thank you for volunteering as a **Team Manager** with Highlands Little League this season! Team Managers play a key role in keeping the season running smoothly for players, coaches and families.

This guide covers:

- Communication and team set up
- Codes of Conduct
- Uniforms and equipment
- Volunteer roles and assignments
- Photo Day
- Rainouts and scheduling
- Volunteer expectations
- Safety

COMMUNICATING WITH YOUR TEAM

Your primary responsibility is communication. This includes schedules, league updates, events, volunteer assignments, and rainouts.

All teams are set up in TeamSnap, which includes rosters, contacts, and schedules. If you are new to TeamSnap, please visit the [TeamSnap Help Centre](#).

A parent meeting should be held within the first two weeks of the season (ideally at the beginning of a practice, while the players are occupied). During this meeting:

- Ask families to confirm and update player availability before each practice/game in TeamSnap (this helps coaches with planning their sessions)
- Confirm how your team will communicate (TeamSnap chat, WhatsApp, or a combination)
- Inform families how volunteer requirements will be assigned (sign-up in TeamSnap vs. Manager assigning tasks)

Consistency is key—set expectations early.

CODES OF CONDUCT (Coaches and Families)

Highlands Little League prioritizes sportsmanship and respectful behaviour.

- All coaches must read and agree to the [Coaches Code of Conduct](#)
- All players and families must read and agree to the [Family Code of Conduct](#)

Both forms are available on the league website. Any conduct concerns should be directed to your Age Group Coordinator (AGC) or the League Registrar.



UNIFORMS

The league provides players with a uniform kit which includes:

- Uniform top
- HLL Hat
- Baseball socks

Players are responsible for providing:

- Baseball glove
- Batting helmet
- Baseball pants (grey)
- Athletic cup
- Cleats

Equipment can be purchased at local sporting goods stores such as Larry's Source for Sports (Westview Village), or SportChek.

Strongly encourage all team members to label their personal belongings. Bring a Sharpie to the first couple of practices

EQUIPMENT

Team equipment is stored in the field house. Coaches and Managers will receive the lockbox close. The lockbox is located on the equipment storage bin behind D4. The key opens the right-hand side of the field house.

The equipment key must be returned to the lockbox ASAP. Do not take it home with you.

All equipment must be returned to its proper place after each practice or game.

VOLUNTEER ROLES

Team Snacks (A-Ball)

End-of-game snacks are a highlight for many players at our younger age group.

Scorekeeper

[GameChanger](#) is used by the league for scorekeeping. 1-2 parents must be assigned to scorekeep each game. One will operate the GameChanger app, while the other provides backup and support, as the pace can be quick at times. All families will be assigned scorekeeping duties and should familiarize themselves with the app. Track the following:

- A-Ball: runs and outs
- AA-Ball: runs, hits and outs. Keep track of pitch counts, track pitcher and catcher names

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- AAA/Majors: scorekeeping, pitch counts, electronic scoreboard at D1

The Team Manager is responsible for adding the final score to TeamSnap.

Field Prep

The home team is responsible for:

- Raking and chalking (details found in division rules)
- Setting up bases
- Home run pylons

We strongly recommend assigning volunteer roles in advance based on availability and preferences, and creating a season-long schedule in TeamSnap using "[Assignments](#)".

Every family rostered to the team must participate in each category. If they have a scheduling conflict, it is their responsibility to find a replacement for their assignment.

PHOTO DAY

Team photos are taken at our Mid-Season Event in May. Sign-up details for timeslots will be sent to Team Managers to complete closer to the event. Once you have your team's assigned time, add this as an "[Event](#)" in TeamSnap.

CANCELLING/RESCHEDULING GAMES

A Ball

Coaches jointly decide on cancellations. If the weather is questionable, inspect the field before deciding. Rained-out A Ball games are generally not rescheduled.

AA Ball and higher

Coaches are responsible for jointly deciding on game cancellations. When weather conditions are questionable, please inspect the field before making a decision and/or consult your Age Group Coordinator (AGC).

For any cancelled games, **notify your AGC and the Umpire Coordinator** as soon as possible, as umpires require advance notice. All **cancelled games must be rescheduled** in coordination with your AGC.

UMPIRES

Umpires are assigned to AA and higher divisions.

There is a **zero-tolerance policy** for abuse of umpires.



HIGHLANDS FAMILY VOLUNTEER POLICY

Highlands Little League is a volunteer-run organization. Every family is required to contribute.

Volunteer roles include:

- Coach or Assistant Coach
- Team Manager
- Age Group Coordinator (AGC)
- Events Crew
- Fence Setup & Removal
- Concession Volunteer
- Board or Committee Member

Field setup is **expected of all families**, in addition to the roles listed above.

SAFETY

We follow the Little League Canada Safety Plan, which includes:

- Criminal record/background checks for all coaches and managers
- Safe and hazard-free playing fields
- First aid kits available to volunteers
- A comprehensive league safety plan
- Volunteer safety training

Contact your AGC if your first aid kit needs replenishing.

IMPORTANT CONTACTS

League Registrar – highlandsllregistrar@gmail.com

Umpire Coordinator – highlandsllumpires@gmail.com

Age Group Coordinators

- Blastball: HighlandsLLagc+Blastball@gmail.com
- T-Ball: HighlandsLLagc+TBall@gmail.com
- A Ball: HighlandsLLagc+ABall@gmail.com
- AA Ball: HighlandsLLagc+AABall@gmail.com
- AAA/Majors: email the Registrar