



DENVER JETS
YOUTH HOCKEY FAMILY HANDBOOK
2026–27

DENVER JETS 8U YOUTH HOCKEY

FAMILY HANDBOOK

Development • Safety • Communication • Standards



PROGRAM
8U Youth Hockey

HOME ICE
Big Bear Ice Arena

SEASON
2026–27

ATHLETES FIRST. GOOD PEOPLE ALWAYS. HOCKEY PLAYERS SECOND.

Joy. Effort. Teamwork. Sportsmanship



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HANDBOOK NAVIGATION

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LIVING DOCUMENT

The program may update this handbook when USA Hockey, CAHA, facility or program requirements change. The current published version governs.



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SECTION 01 • PROGRAM FOUNDATION

Welcome to the Denver Jets

A positive local beginning for young hockey players and their families.



Welcome to the Denver Jets 8U Youth Hockey Program at Big Bear Ice Arena. The Jets provide players ages 5–8 with a structured, low-pressure introduction to hockey fundamentals—one designed to build confidence, friendships, skill and a lasting love of the game.

The Denver Jets are built around USA Hockey’s American Development Model (ADM) and the development priorities of the Colorado Amateur Hockey Association (CAHA). Practices use stations, small-area games and age-appropriate teaching so players stay active, touch the puck often and learn by doing.

OUR PROMISE

Athletes first. Good people always. Hockey players second.

Joy. Effort. Teamwork. Sportsmanship



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SECTION 02 • PROGRAM FOUNDATION

Mission, Philosophy & Core Values

We grow the game by creating an experience children want to return to.

Mission

To provide a fun, safe and development-first hockey environment where young athletes learn fundamental skills, practice sportsmanship, build confidence and feel that they belong.

How success is measured

1. Players are excited to come to the rink and eager to return.
2. Players improve skating, puck skills, decision-making and confidence.
3. Families understand the development process and support the learning environment.
4. Coaches teach with patience, creativity, consistency and positive reinforcement.
5. The program retains players and creates a healthy pathway into long-term association hockey.

Core values

JOY	Children learn best when the rink is challenging, active and fun.
EFFORT	We celebrate courage, persistence and trying again.
TEAMWORK	Players learn to share, communicate and support one another.
SPORTSMANSHIP	We respect teammates, opponents, coaches, officials and facilities.



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SECTION 03 • PROGRAM FOUNDATION

Program at a Glance

Simple, local and built around the needs of 5–8 year-old players.

HOME RINK	Big Bear Ice Arena, 8580 E Lowry Blvd, Denver, CO 80230
AGE GROUP	8U eligibility follows the USA Hockey and CAHA classifications published for the season.
PRIMARY FORMAT	Cross-ice and half-ice practices, games and jamborees.
PRACTICE MODEL	Station-based training with high activity, frequent puck touches and small-area games.
SEASON WINDOW	Mid-October through end of February, subject to the published program calendar.
FAMILY TRAVEL	Primarily local and limited; special jamborees or events are communicated in advance.
GOVERNANCE	Denver Jets policies, USA Hockey rules, CAHA requirements and facility rules.

What families can expect

1. Clear weekly communication and schedules.
2. Age-appropriate instruction from qualified coaches.
3. Flexible player groupings that change as players grow.
4. Equal opportunity to participate and try different positions, including goalie when appropriate.



League Inclusion into CAHA, USA Hockey and Center for Safe Sport requirements

COMPLIANCE WITH USA HOCKEY, CAHA, AND Center for SAFESPORT REQUIREMENTS

Required Policy for League and Club Bylaws and Policies & Procedures

Compliance with USA Hockey, CAHA, and Center for SafeSport Requirements.

Each League, Club, and individual affiliated therewith, including all Directors, Officers, Coaches, Managers, Chaperones, Club Staff, Board Members, and Volunteers, shall comply fully with all applicable rules, policies, and requirements of USA Hockey, CAHA, and the U.S. Center for SafeSport, including the USA Hockey SafeSport Handbook, USA Hockey's Zero Tolerance Policy, CAHA's Prohibited Conduct Policy, U.S. Center MAAP Guide, and the Colorado Safer Youth Sports Act (SB24-113), and shall maintain current background screening and SafeSport training as required thereunder. Where any conflict exists, the rules of USA Hockey and CAHA shall take precedence. **Noncompliance shall result in potential suspension of participation privileges pending resolution imposed by CAHA and/ or USA Hockey.**

DEVELOPMENT PRIORITY

Fun, confidence, participation and long-term retention come before standings, trophies or early specialization.



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SECTION 04 • PROGRAM FOUNDATION

Player Pathway & First-Season Experience

A welcoming progression from first contact with hockey to confident 8U participation.



A flexible entry point

Players may enter the pathway at different places based on skating experience, confidence and family readiness. Prior organized hockey is not required. The program may recommend Learn to Skate or Learn to Play when that setting will give a new player the safest and most positive start.

First-season priorities

1. Learn rink routines, equipment habits and basic safety.
2. Develop balance, edges, stride and stopping skills.
3. Build comfort carrying, passing and shooting the puck.
4. Learn simple team concepts through games rather than lectures.
5. Make friends and leave the rink wanting more hockey.

FAMILY MINDSET

Progress is rarely linear at 8U. Confidence can change from week to week; patience and encouragement matter.



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SECTION 05 • PROGRAM FOUNDATION

Membership & Governing Rules

Registration in the Denver Jets means joining one program community.

Players, parents/guardians, coaches, volunteers and spectators are expected to follow this handbook and all applicable USA Hockey, CAHA, league and facility requirements. If two rules conflict, the stricter safety requirement controls unless program leadership communicates otherwise.

1. Each player must hold a current USA Hockey membership and complete all registration requirements before participating.
2. Adult participants with regular contact with or authority over minor athletes must satisfy current registration, background screening, SafeSport and education requirements before serving.
3. Members must provide accurate emergency, medical and contact information and promptly update changes.
4. Physical abuse, sexual misconduct, emotional misconduct, bullying, threats, harassment, hazing and retaliation are prohibited.
5. Program leadership may amend this handbook to remain compliant with governing-body or facility requirements.

Membership is a privilege

Participation may be limited or suspended when conduct, nonpayment, eligibility, safety or compliance issues remain unresolved. Whenever practical, the program will communicate the concern, the expected correction and the next review point.

PLAYER-CENTERED DECISIONS

Program decisions will prioritize safety, development, fairness and the overall health of the 8U environment.



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SECTION 06 • PLAYER EXPERIENCE

Registration, Payment & Withdrawal

Timely registration lets the program build safe groups, staff ice and communicate clearly.

Registration requirements

1. Complete the Denver Jets registration and provide the player's current USA Hockey confirmation number.
2. Submit required waivers, acknowledgments, emergency contacts and medical information.
3. Pay program fees or enroll in an approved payment plan by the stated deadline.
4. Do not place a player on the ice until registration and eligibility are confirmed by the program.

Payments

All payments must be made through the program-approved registration or billing method. A past-due balance may result in temporary removal from practices, games or events. Families experiencing an unexpected hardship should contact the Program Director before the balance becomes delinquent; requests are handled privately and case by case.

Withdrawal and refunds

Requests must be submitted in writing. Refund eligibility depends on timing, committed ice and staffing costs, uniforms or equipment already ordered, and the reason for withdrawal. Injury or relocation requests may require supporting documentation. Registration processing fees, USA Hockey fees and nonrecoverable third-party costs may be excluded from any refund.

Registration insurance is offered at registration for injuries or illness at your expense, refunds not provided for injuries. If a player leaves the organization prior to team tryouts, a refund will be processed. If a player leaves the organization after the conclusion of team tryouts due to dissatisfaction with team placement, refunds may not be granted. Any request for refund or change in player status must be submitted to the Denver Jets Director in writing, and granting of such requests is at the sole discretion of, and in accordance with the Denver Jets.

Financial

As a member of the Denver Jets, you agree that if your player's fees and/or balances are not paid in accordance with the payment plan communicated to you, your child will not be allowed to play or practice until payment is made. Payments that reach 30+ days outstanding trigger the potential of the Denver Jets membership and participation being terminated. The association understands life events and circumstances do occur and is willing to work with you through these obstacles. Communicating consistently with the manager of hockey is imperative when this occurs to ensure participation does not get interrupted.



SECTION 07 • PLAYER EXPERIENCE

Player Grouping & Evaluation

Denver Jets 8U does not use traditional tryouts to label young players.

How groups are formed

Coaches observe players during early sessions and throughout the season. Groupings may consider age, skating confidence, puck skill, attention span, physical readiness, friendships, competitive balance and the needs of a specific station or game.

1. Groups are flexible and may change within a practice, week or phase of the season.
2. A group assignment is not a ranking or permanent projection of a player's future.
3. Players may be challenged in one station and supported in another.
4. Requests to place friends or siblings together will be considered but are not guaranteed.
5. Coaches and the Program Director make final grouping decisions.

What coaches evaluate

READINESS	Safety, equipment habits, ability to follow simple instructions and comfort on the ice.
SKATING	Balance, edges, stopping, stride, agility and willingness to move.
PUCK SKILLS	Control, passing, receiving and shooting fundamentals.
GAME HABITS	Awareness, effort, sharing the puck and learning through play.
CHARACTER	Coachability, teamwork, resilience and sportsmanship.

NO PROMISES

No coach or volunteer may promise a specific team, group, position, tournament or amount of game success.



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SECTION 08 • PLAYER EXPERIENCE

ADM Practice & Game Model

High activity, age-appropriate teaching and more meaningful repetitions.



Typical 60-minute practice

10 MIN	Dynamic skating warm-up and movement skills
20–25 MIN	Three or four skill stations
15–20 MIN	Small-area games and decision-making
5–10 MIN	Fun competition, team activity and wrap-up

Game format

The Jets use cross-ice or half-ice competition as directed by USA Hockey, CAHA and the applicable event rules. Formats may include jamborees, controlled scrimmages and rotating matchups. Coaches may adjust lines and positions to support development and balanced participation.

KEY PRINCIPLE

Maximize activity. Minimize standing still. Let players learn through movement and play.

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SECTION 09 • PLAYER EXPERIENCE

Development, Participation & Playing Time

Every player deserves meaningful repetitions, patient teaching and the chance to grow.

Development focus

1. Skating: balance, edges, stride, stopping and agility.
2. Puck skills: carrying, protecting, passing, receiving and shooting.
3. Decision-making: finding space, supporting teammates and reacting to pressure.
4. Physical literacy: coordination, balance, speed and body control.
5. Character: confidence, resilience, teamwork and respect.

Participation standard

At 8U, coaches should distribute opportunities fairly over time. Exact shift counts may vary because of attendance, rotation, injury, position, event format or safety. Playing time is not reduced to punish a player for a parent's conduct, although a player may be removed when continued participation is unsafe or when a governing rule requires it.

Goalie development

Players are encouraged to try goaltending in a planned, supportive rotation when equipment and staffing allow. Early specialization is not required. No player will be pressured to become a permanent goalie at 8U.

Athlete Development

THE LONG VIEW

The best 8U outcome is not the strongest player in October—it is a group of children still excited to play in March.



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SECTION 10 • PLAYER EXPERIENCE

Attendance, Arrival & Illness

Consistency helps development, but family communication keeps expectations realistic.

Attendance

1. Families should make reasonable efforts to attend scheduled practices, games and program events.
2. Report known conflicts as early as possible using the team's designated communication method.
3. Last-minute illness or emergency absences should be sent to the coach or team manager promptly.
4. Repeated uncommunicated absences may affect group planning or event availability, but not as punishment for ordinary family conflicts.

Default arrival times

PRACTICE	20 minutes before the scheduled ice time unless the team communicates otherwise.
GAME / JAMBOREE	30 minutes before the scheduled start unless event instructions require more time.
LATE ARRIVAL	Check in with the coach or manager before entering the locker room or ice.

Illness and injury

Do not bring a player who has a fever, contagious symptoms, vomiting or diarrhea, or who cannot safely participate. Report injuries that may affect participation. Coaches may hold a player out when safety is uncertain and may request medical clearance before return.

EMERGENCY INFORMATION

Parents/guardians must remain reachable during every session and keep emergency contacts current.



SECTION 11 • FAMILY & TEAM OPERATIONS

Equipment & Uniform Standards

Safe, correctly fitted equipment is required every time a player steps on the ice.

Required player equipment

1. HECC-certified hockey helmet with full facial protection and properly secured chin strap.
2. Neck laceration protector meeting current USA Hockey requirements.
3. Shoulder pads, elbow pads, hockey gloves, hockey pants and protective cup or pelvic protector.
4. Shin guards, hockey socks and properly fitted skates.
5. Age-appropriate stick in safe condition and a clearly labeled water bottle.
6. Any additional protection required by current USA Hockey, CAHA or event rules.

Uniform and apparel

Wear the assigned Jets practice or game jersey and socks as communicated. Jerseys must not be altered without program approval. Families are responsible for reasonable care, cleaning and replacement of lost or intentionally damaged items. Loaned items must be returned by the stated deadline.

Equipment checks

Parents/guardians are responsible for fit and maintenance. Coaches may identify an obvious safety issue, but they are not equipment technicians. Replace cracked helmets, damaged cages, frayed straps, worn skate steel or other unsafe equipment before participation.

SKATE GUARDS OFF

Remove hard skate guards before stepping onto the ice. Never walk on concrete or metal surfaces with unprotected skate blades.



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SECTION 12 • FAMILY & TEAM OPERATIONS

Player Conduct & Team Culture

Young players are learning how to be teammates as much as they are learning hockey.



Jets players are expected to

1. Listen when a coach is teaching and try the activity with honest effort.
2. Use respectful words and keep hands, sticks and equipment under control.
3. Include teammates and welcome players with different experience levels.
4. Respect opponents, officials, facility staff and volunteers.
5. Tell a trusted adult when something feels unsafe, unkind or confusing.
6. Help leave benches, locker rooms and common areas better than they were found.

Age-appropriate correction

Coaches will teach, redirect and reset behavior. When needed, a player may take a short supervised break, change groups or sit out a portion of an activity. Serious or repeated conduct concerns will be discussed with the parent/guardian and Program Director.

NO RETALIATION

A player must never be punished for reporting a safety concern in good faith.

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SECTION 13 • FAMILY & TEAM OPERATIONS

Parent/Guardian Responsibilities

The adult experience around the rink becomes the child's experience of hockey.



Jets parents/guardians are expected to

1. Support effort, learning and courage more than goals, wins or comparisons.
2. Ensure the player arrives on time with complete, safe equipment.
3. Keep registration, payment, medical and emergency information current.
4. Use the designated communication channel and follow the contact path in this handbook.
5. Respect coaching decisions, player groupings and age-appropriate development methods.
6. Supervise siblings and children who are not participating.
7. Model calm, respectful behavior before, during and after every event.
8. Report safety, abuse or misconduct concerns immediately through the proper channel.

Let the ride home be safe

After a game or practice, ask whether your child had fun and what they learned. Avoid immediate technical criticism or blame. Players should hear that your support is not tied to performance.

BEST QUESTION

What was your favorite part today?

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SECTION 14 • FAMILY & TEAM OPERATIONS

Sportsmanship & Spectator Conduct

Cheer for children. Respect the game. Let coaches coach and officials officiate.

Required conduct

1. Use positive language and applaud effort and good play by both teams.
2. Do not yell instructions to players from the stands or bench area.
3. Do not confront, follow, threaten or insult an official, coach, player, volunteer or spectator.
4. Do not pound on the glass, throw objects, enter restricted areas or interfere with play.
5. Follow every request from an official, coach, program leader or facility staff member.

Zero tolerance

Obscene or discriminatory language, threats, intimidation, fighting, harassment and unsafe behavior are prohibited. A spectator may be removed immediately, and play may not resume until the individual leaves. Lost ice time will not be replaced.

Denver Jets Discipline

The function of the Disciplinary Committee will be to enforce all USA Hockey rules and Denver Jets regulations as they apply to Denver Jets players, coaches and parents. The Committee will also be informed of all Game and Gross Misconducts, as well as Major and Match penalties, and is responsible for assessing or ensuring that the minimum USA Hockey suspensions are served.

- **Discipline Committee Objective**

A Discipline Committee has been established by The Denver Jets Hockey Association. (Denver Jets) to help enforce USA Hockey's Zero Tolerance Policy, the CAHA, USA Hockey and the Denver Jets Code of Conduct. It is the intent of the Discipline Committee that any individual participating in the activities in the Association, including but not limited to, players, coaches, officials, fans and parents, exhibit qualities of good sportsmanship and civil behavior and abide by the Code of Conduct established by the association.

- **Committee Makeup**

The Discipline Committee is made up of three members that are appointed by the Denver Jets Board. Members must be in good standing and may consist of present and past Denver Jets association members. Committee members are expected to be reasonably available for all discipline hearings, be active participants in the process and maintain an unbiased, reasonable point of view congruent with imposing fair discipline rulings.

- **Necessary Discipline Actions**

All coaches, players, board members and parents will adhere to the Code of Conduct found in the

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Denver Jets guidelines. Any deviation from the code, or any action deemed detrimental, unsportsmanlike, or damaging to the Association may be subject to disciplinary action.

- ***Discipline Guidelines for Parents/Coaches/Board Members***

In addition to adherence to the Denver Jets Code of Conduct, the following actions may be subject to disciplinary action:

- If you are asked to leave a Denver Jets arena or any hosting facility by a referee, parent representative, board member or coach because of your actions
- If you approach a coach or other representative of Denver Jets in anger or frustration either in person, by phone or by email prior to following appropriate reporting procedures after the designated 24-hour rule
- If your actions against any other persons, including but not limited to, players, fans, parents, officials, board members and rink managers, causes a disruption on or off the ice or represents the Denver Jets in a derogatory manner
- If you enter the locker room, bench area or ice, without permission from the coaching staff, in frustration or anger.

- ***Notice of Disciplinary Action***

The purpose of the discipline procedure is to provide all parties with a fair hearing prior to being subject to disciplinary action and to allow for an opportunity for parties to prepare and present their case and argument in accordance with these rules. All persons requested to attend a discipline hearing will be given 48-hours advance notice of a scheduled hearing. Notice of this request will be arranged by the Denver Jets Discipline Committee and may be communicated by telephone, email or in person. Confirmation of contact by recipient will be requested. Failure to respond to the request and failure to appear at the scheduled meeting will warrant further disciplinary action, including not allowing the subject's skater(s) on the ice. Minutes will be taken during all disciplinary hearings and retained for the remainder of the family's membership within the Denver Jets. Results of the Discipline Committee decision will be forwarded in writing to all parties within 48-hours of review.

- ***24 Hour Rule***

No member shall initiate the complaint process (see complaint reporting procedures document) to discuss a game, a game incident or a situation that occurred during the game that has provoked an adverse emotional response or a hostile situation until at least 24-hours after the fact. The intent of this rule is to move an emotional and confrontational discussion away from the presence of players, and to allow the parties to "cool off," compose themselves, and put the provoking incident in perspective before meeting to discuss it.

- ***Chain of Complaint***

If at any time a coach, team member, parent or spectator suspects a Safesport violation or misconduct you are required under mandatory reporting laws to report directly to Safesport.

Denver Jets have established clear steps for resolving non Safesport conflicts in effort to ensure that issues are handled at the appropriate levels. Below is the Denver Jets Chain of Complaint:

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1. Complaints must wait 24 hours before taking any action to allow time for emotions to settle and for a calmer approach.
2. The parent should first attempt to resolve the issue directly with the other party involved, such as the coach, staff member, or other team member without any formal intervention.
3. If the issue remains unresolved, parties will involve a third party as a mediator within the team. This could be a neutral team member, or someone appointed to handle such matters.
4. Only if there is still no satisfactory resolution should the issue be escalated to the disciplinary committee.

This chain of complaint allows for an initial attempt at informal resolution and only escalates to higher levels, when necessary, which can save time and effort for all parties involved. It also encourages communication and cooperation among team members to address issues effectively.

- ***Disciplinary Guidelines***

While the Discipline Committee reserves the right to review each hearing on a case-by-case basis, the following guidelines are taken into consideration during the process. The Committee reserves the right to escalate beyond and or deviate from these guidelines should the situation call for it.

- First Offense: Written warning and/or possible short-term suspension of the offending party from all Denver Jets activities
- Second Offense: Possible long-term suspension of the offending party from all Denver Jets activities
- Third Offense: Season long (or longer) suspension of the offending party from all Denver Jets activities
- Any offense that occurs at a Denver Jets function, to include a crime alleging violence, illegal activity, sexual misconduct, intentional property damage or other criminal activities is subject to third offense penalties, regardless if a first or second offense have been committed.

Failure to adhere to Discipline Committee decisions will result in suspension of the involved party's player(s).

- ***Appealing a Discipline Committee Decision***

All members have the right to appeal the decision of the Discipline Committee. The first step in this process is to submit a formal written appeal to the President of the Denver Jets Board of Directors. This written appeal must be submitted within 2 business days of the receipt of the Discipline Committee hearing results. The Board will schedule a hearing within 30 days of receipt of the written appeal. Notice of an appeal hearing will be given at least 7 days PRIOR to the hearing date. All appeals will follow guidelines set forth in USA Hockey By-law 10. If a member is unsatisfied with the results of the appeal hearing by the Denver Jets Board of Directors, he/she may appeal to the Colorado Amateur Hockey Association according to their procedures.



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- ***Reporting Infractions***

All members of the Denver Jets are encouraged to report any behavior infractions as outlined above to the Denver Jets Discipline Committee. In most cases, infractions are of public knowledge and will automatically be investigated by Discipline Committee members to determine the necessary steps in the disciplinary process. However, infractions may be reported by individuals who feel discipline action is necessary for the benefit of the Denver Jets, or when Zero Tolerance and Code of Conduct rules have been broken. These infractions should be reported directly - either in writing, by phone, or in person.

- ***Good Intentions***

The intent of the Discipline Committee and the discipline guidelines is to help prevent unnecessary behavioral incidents and to foster more sportsmanlike behavior within the Association, both in the stands and on the ice. The hope is that coaches, parents and players will “think twice” before engaging in inappropriate behavior and that the actions of the Discipline Committee will not be necessary. Thank you for helping the Denver Jets model positive attitudes and behaviors to our skaters.

The Disciplinary Committee also has the power to impose sanctions and / or expulsion from Denver Jets for any rules violations by a player, coach or parent.

Players receiving discipline other than a Game Misconduct shall be notified in writing of their discipline hearing, when and where the player should appear for the hearing. Decisions by the Disciplinary Committee will be made in a timely manner and the player shall be notified in writing of the decision.

• **COACH / MANAGER REMOVAL**

All coaches and team managers will conduct themselves in a manner consistent with the spirit of the Denver Jets Mission Statement. Any inappropriate behavior may result in disciplinary action by the Disciplinary Committee. This may include removal of the individual from their position.

The Disciplinary Committee can remove a coach or manager by a majority vote of the committee. The Director of Hockey Operations will inform the coach or manager of their dismissal in writing, which will include an explanation for the action and steps available to appeal the decision. The Director of Hockey Operations will select the replacement coach or team manager.

• **PLAYER REMOVAL POLICY**

All players will conduct themselves in a manner consistent with the spirit of the Denver Jets Mission Statement. Any inappropriate behavior may result in disciplinary action by the Disciplinary Committee. This may include removal of the individual from the team or Denver Jets.

The Disciplinary Committee may dismiss any player from any team by a majority vote and then final approval by the Denver Jets board. The Director of Hockey Operations will inform the Player and

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his/her parents of their dismissal in writing, which will include an explanation for the action and steps available to appeal the decision.

APPEAL PROCESS

Those wishing to appeal a disciplinary decision made by the Denver Jets Disciplinary Committee may seek a hearing of the full Denver Jets Board of Directors.

To appeal a disciplinary decision the appeal must be submitted in writing to the Denver Jets President. The appeal shall include the Disciplinary Committee's ruling, along with the petitioner's case. The appeal will be reviewed by the Denver Jets President who will make a determination on the merit of the appeal within three business days. If the Denver Jets President determines that the appeal warrants further review, it shall be heard by the full Board of Directors at their next regularly scheduled meeting. No special meeting will be convened to hear a disciplinary appeal. Should the appeal lack merit, the matter will be considered closed and any discipline handed down by the Disciplinary Committee will be served. The Denver Jets President's decision is final.

Note: Minimum suspensions assessed according to USA Hockey rules are not reviewable.

Any Member or Official who complains or openly grieves to other Members or individuals outside of this formal process may be in violation of the Denver Jets policies as they pertain to the prevention of harassment and abuse of Denver Jets members.

TEAM DISPUTE RESOLUTION

All criticisms within a team should first be taken to the Team Manager of that team. Thereafter, meetings should be set up with the Head Coach and/or Manager. If the issue is not resolved, the dispute must be presented to the Denver Jets Director of Hockey Operations outlining the concerns in writing. This dispute will then be passed on to the Disciplinary Committee for review.

The Disciplinary Committee will contact the Head Coach and concerned parties within three working days. If needed, the Committee will bring all parties together to discuss the issues.

CHILDREN ARE WATCHING

The way adults respond to mistakes teaches more than anything said after the game.



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SECTION 15 • FAMILY & TEAM OPERATIONS

Volunteering & Fundraising

A healthy youth program depends on adults sharing appropriate responsibilities.

Volunteer roles include

1. Team manager or family communication support.
2. Locker room monitor, subject to required training and screening.
3. Jamboree check-in, hospitality or equipment support.
4. Timekeeping, scorekeeping or event operations when applicable.
5. Program events, community outreach and approved fundraising.

Volunteer compliance

A volunteer may not begin a role involving regular contact with or authority over minor athletes until all required USA Hockey registration, SafeSport training, background screening and program approval are complete.

Fundraising

All fundraising using the Denver Jets name, logo, roster or family contact information requires written program approval. Funds must be collected and documented through an approved method. No family may be pressured to participate in an optional fundraiser or disclose private financial circumstances.

FUNDRAISING AND BRANDING

Merchandise, sponsorships, raffles, donation pages or social accounts using Jets branding are not permitted without written approval from the Director.



SECTION 16 • FAMILY & TEAM OPERATIONS

Scheduling, Weather & Cancellations

The published team calendar is the official source for practices, games and events.

Scheduling standards

1. Families should review the calendar regularly and respond to attendance requests by the stated deadline.
2. Schedule changes are effective only when posted or sent through an official program channel.
3. Coaches and team managers may not independently add ice, scrimmages or events without program approval.
4. Event hosts may change game times; families should verify the calendar before leaving for the rink.
5. A player may participate only in events for which the player is properly registered and approved.

Weather and facility disruptions

The program will communicate cancellations or delays as soon as a decision is available. Families should make their own safe travel decisions based on local conditions. Big Bear closures, mechanical issues or public-safety events may require a late change.

Missed ice

The program will attempt to reschedule canceled ice when practical, but replacement ice is not guaranteed. No coach, manager or front-desk employee can promise a make-up session or refund.

BEFORE YOU DRIVE

Check the official team calendar and recent program messages.



SECTION 17 • FAMILY & TEAM OPERATIONS

Communication & the 24-Hour Rule

Clear, calm communication protects relationships and helps problems get solved.

Official communication

Program announcements, schedules and required actions will be sent through the registration/team communication platform, email or another channel designated by the program. Families are responsible for maintaining a working email address and checking messages during the season.

Denver Jets 24-hour rule

For non-safety concerns arising from a game, practice or coaching decision, wait at least 24 hours before contacting team staff. Use a respectful message that identifies the concern and the outcome you are seeking. Do not discuss sensitive matters in the lobby, parking lot, stands, bench area or in front of players.

IMPORTANT EXCEPTION

The 24-hour rule never applies to suspected abuse, misconduct, retaliation, immediate safety issues, medical emergencies or a time-sensitive eligibility matter. Report those concerns promptly.

Electronic communication with players

Adult participants must follow current USA Hockey SafeSport electronic-communication requirements. Communications with a minor athlete must include a parent/guardian or another adult participant as required and must remain professional, hockey-related and observable.



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SECTION 18 • FAMILY & TEAM OPERATIONS

Roles & Contact Path

Start with the person closest to the question - unless safety or policy requires immediate escalation.

TEAM COACH	Player development, practice instruction, individual progress, conduct and same-day attendance.
TEAM MANAGER	Calendar reminders, event logistics, family communication, volunteer coordination and approved team expenses.
PROGRAM DIRECTOR	Registration, grouping, coaching concerns, program policy, discipline, unresolved team issues and overall operations.
SAFESPORT CONTACT	SafeSport policy questions, misconduct reports and protected reporting support.
BIG BEAR STAFF	Immediate facility safety, building access and rink conditions - not team schedules, rosters or coaching decisions.

Communication path

1. Routine team question → team manager or coach.
2. Unresolved team concern → Program Director.
3. Facility emergency → Big Bear staff and Program Director.
4. SafeSport, abuse or misconduct → report directly through the required channel; do not wait for team resolution.

NO PARKING-LOT MEETINGS

Request a scheduled conversation when a matter needs privacy, context or more than a brief answer.



SECTION 19 • FAMILY & TEAM OPERATIONS

Team Managers & Team Finances

Team managers support coaches and families; they do not make coaching or roster decisions.

Team manager responsibilities

1. Share approved schedules, reminders and event details.
2. Collect attendance information and coordinate approved volunteers.
3. Help families use the designated communication platform.
4. Maintain confidentiality and direct sensitive matters to the proper leader.
5. Document and communicate any approved team expense before money is collected.
6. The manager(s) are responsible for setting up a team account, generating a budget that is available to view by any team member at any time, collecting team funds, depositing these funds into the team account and keeping a detailed record of all accounting processes. The team manager will come up with a detailed budget which will include all the above expenses or projections of these expenses. This number will then be divided by the number of players on the team, and each parent is expected to pay their portion in a timely manner at the team manager's request.

Financial controls

1. Use only program-approved payment and recordkeeping methods.
2. Provide a written description, amount, due date and refundability before collecting an optional event fee.
3. Do not commingle team funds with personal funds or use cash without written program approval.
4. Do not obligate families to unapproved travel, apparel, gifts, parties or tournaments.
5. Provide transaction records to program leadership upon request.
6. All players/families are expected to contribute to the team fees even if they opt not to participate in the tournament

TRANSPARENCY

Every required team charge must be authorized, documented and reasonably available for families to review.



SECTION 20 • SAFETY & PROTECTION

Locker Room Monitoring & Parent Access

Privacy, supervision and age-appropriate family help must work together.

The Denver Jets follow the current USA Hockey Safe Sport Program Handbook and facility-specific requirements. At least **TWO ROSTERED LOCKER ROOM MONITORS** who have completed required SafeSport training and background screening must monitor the locker room during team events.

Monitoring standards

1. Only players, approved team personnel and permitted family members may enter.
2. No minor athlete may be left alone in an unsupervised locker room or changing area.
3. There may be no prohibited one-on-one interaction between an adult participant and a minor athlete.
4. The room must be monitored before players arrive, during use and until the last player leaves.
5. The room should be secured or appropriately controlled while players are on the ice.

Parents helping 8U players

Because 8U players often need help with equipment and skates, parents/guardians may assist when permitted by the team's locker-room plan. Coaches may ask adults to step out briefly once players are fully dressed so the team can meet. Families should teach players to dress independently over time.

Mixed Gender Teams

Some of our teams may consist of both male and female players. It is important that the privacy rights of all our players are given consideration and appropriate arrangements made. Where possible, the Denver Jets will have the male and female players dress/undress in separate locker rooms and then convene in a single locker room before the game or team meeting. Once the game or practice is finished, the players may come to one locker room for a team meeting and then the male and female players proceed to their separate locker rooms to undress and shower, if available.

If separate locker rooms are not available, then the players will take turns using the locker room to change. We understand that these arrangements may require that players arrive earlier or leave later to dress but believe that this is the most reasonable way to accommodate and respect all our players.



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Locker Room Monitoring

The Denver Jets have predictable and limited use of locker rooms and changing areas (e.g., generally 30-60 minutes before and following practices and games). This allows for direct and regular monitoring of locker room areas. While constant monitoring inside of locker rooms and changing areas might be the most effective way to prevent problems, we understand that this would likely make some players uncomfortable and may even place our staff at risk for unwarranted suspicion.

We conduct a sweep of the locker rooms and changing areas before players arrive, and if the coaches are not inside the locker rooms, either a coach or voluntary locker room monitors (each of which has been screened) will be posted directly outside of the locker rooms and changing areas during periods of use, and leave the doors open only when adequate privacy is still possible, so that only participants (coaches and players), approved team personnel and family members are permitted in the locker room. Team personnel will also secure the locker room appropriately during times when the team is on the ice.

Cell Phones and Other Mobile Recording Devices

Cell phones and other mobile devices with recording capabilities, including voice recording, still cameras and video cameras, are not permitted to be used in the locker rooms. If phones or other mobile devices must be used, they should be taken outside of the locker room.

Prohibited Conduct and Reporting

The Denver Jets prohibits all types of physical abuse, sexual abuse, emotional abuse, bullying, threats, harassment and hazing, all as described in the USA Hockey SafeSport Handbook. Participants, employees or volunteers in The Denver Jets may be subject to disciplinary action for violation of these locker room policies or for engaging in any misconduct or abuse or that violates the USA Hockey SafeSport Policies.



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Players Conduct in The Locker Room

In addition to the general Code of Conduct set forth above, players will adhere to following locker room standards of behavior. Players are expected to listen and follow the instructions of the coaches and designated locker room monitors at all times. Locker rooms, both home and away, will be left clean and in good condition. In particular, but not exclusively, The Denver Jets players will follow these standard locker room rules. In addition, each team may have more rules to follow. Locker room privileges will be suspended or revoked for violation of these rules.

1. Treat locker rooms with the utmost respect and class, and adhere to all The Denver Jets Club Rules.
2. Respect Personal Property and Space: No touching, borrowing, or using another player's personal belongings or equipment without their consent.
3. No defacing or destroying property belonging to any individual, team, association, or rink.
4. Responsible for any damages to the locker room that is not of normal wear and tear.
5. No chewing tobacco, alcohol, drugs, weapons, open containers and spitting on the floor will be allowed in the locker room. All garbage must be placed in the trash can.
6. DO NOT WALK ON THE LOGO!
7. Cell phones & cameras are not allowed to be powered on in the locker room or bathroom area.
8. No wrestling, boxing, shoving, or engaging in physical contact of any manner.
9. No throwing items in the locker room.
10. No exhibiting disrespectful behavior to fellow players, coaches, or team representatives.
11. Visitors to the locker room must be approved by a The Denver Jets staff member.
12. Willingly perform any locker room chores that are assigned.
13. Captains will oversee the use of music in the locker room. Music lyrics and volume will be appropriate for public hearing.
14. Postings in personal stalls must be appropriate.
15. Postings on the main locker room wall must be approved by the head coach.
16. No food allowed in the locker room unless approved by coaching staff.
17. No hazing allowed!
18. Bathrooms must remain clean at all times. All toilets must be flushed, toilet seats must be open or down with appropriate use. All water and lights must be turned of

OBSERVABLE AND INTERRUPTIBLE

Adult-minor interactions should occur where another adult can see, hear or readily interrupt them.



SECTION 21 • SAFETY & PROTECTION

Locker Room Privacy & Mobile Devices

Every player has a right to safe, respectful and private changing arrangements.

Mobile devices

The use of recording capabilities - including voice recording, photography and video - is prohibited in locker rooms, changing areas and similar spaces. Devices must remain put away. Any approved team-media exception must satisfy current USA Hockey requirements, including appropriate consent, adult supervision and fully clothed participants.

Additional rules

1. No bullying, hazing, horseplay, fighting or inappropriate nudity.
2. No valuables should be left unsecured; the program and facility are not responsible for loss or theft.
3. Report damage or unsafe conditions before using the room.
4. Leave the room clean and follow the coach or monitor's instructions. LEAVE IT BETTER THAN YOU FOUND IT!
5. Players who need a private or semi-private changing area should ask the team manager or coach in advance when possible.

PRIVACY FIRST

A player will not be penalized for requesting a reasonable changing accommodation.



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SECTION 22 • SAFETY & PROTECTION

SafeSport, Abuse Prevention & Reporting

Safety concerns are reported - not investigated by families or handled through the 24-hour rule.

The Denver Jets prohibit sexual misconduct, physical misconduct, emotional misconduct, bullying, threats, harassment, hazing, retaliation and other conduct barred by the current USA Hockey Safe Sport Program Handbook and U.S. Center for SafeSport Code.

How to report

IMMEDIATE DANGER	Call 911.
COLORADO CHILD ABUSE / NEGLECT	844-CO-4-KIDS (844-264-5437), available 24/7.
U.S. CENTER FOR SAFESPORT	833-5US-SAFE (833-587-7233) or uscenterforsafesport.org/report-a-concern .
USA HOCKEY SAFESPORT	usahockey.com/safesportprogram or 800-888-4656.
PROGRAM	Notify the Denver Jets SafeSport contact or Program Director after making any legally or policy-required external report.

Reporting principles

1. Do not delay a required report while gathering proof or waiting for program approval.
2. Do not confront the accused person or conduct your own investigation.
3. Share information only with those who need it to protect participants and respond appropriately.
4. Good-faith reporters and participants in a review must not be retaliated against.

MORE THAN ONE REPORT MAY BE REQUIRED

A report to the program does not replace a report required by law or SafeSport policy.



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SECTION 23 • SAFETY & PROTECTION

Travel & Transportation

8U travel is limited, family-managed and subject to current SafeSport requirements.

Family responsibility

Parents/guardians are responsible for local transportation, lodging and supervision unless the program provides written arrangements for a specific event. Travel costs are not included unless expressly listed in the season fee or event invitation.

Adult-minor transportation

1. A coach or other adult participant should not travel alone with an unrelated minor athlete except where a current policy exception applies.
2. Transportation should be observable and interruptible and should include another adult or multiple minor athletes when required.
3. Individual meetings must not occur in hotel sleeping rooms.
4. An adult participant may not share a hotel room or sleeping arrangement with an unrelated minor athlete unless a policy exception applies.
5. Team rules and SafeSport standards apply at hotels, restaurants, social events and all travel locations.

Event behavior

Families represent the Denver Jets at every rink and event. Facility rules, quiet hours, supervision expectations and the Parent/Spectator Code of Conduct remain in effect throughout travel.

ADVANCE APPROVAL

No coach or manager may add overnight travel or materially increase event costs without program approval and clear family notice.



SECTION 24 • POLICIES & RESOURCES

Issues, Concerns & Whistleblower Protection

Concerns should be heard fairly, at the right level and without retaliation.

Routine issue-resolution steps

1. Wait 24 hours if the matter is emotional and not safety related.
2. Contact the team coach or manager using a calm, specific message.
3. If unresolved, request review by the Program Director.
4. Provide dates, facts, people involved and the outcome you are requesting.

Whistleblower protection

No player, parent, coach, volunteer or employee who makes a good-faith report or participates honestly in a review may be harassed, threatened or retaliated against. Retaliation should be reported immediately through the Program Director or applicable external reporting channel.

Fairness and confidentiality

The program will limit information to those who need it, but cannot promise absolute confidentiality. The responding person must receive fair notice and process as required by applicable rules. Knowingly false or malicious reports may result in discipline; a good-faith report is not false merely because it is unsubstantiated.

SAFETY CONCERNS ESCALATE IMMEDIATELY

Abuse, misconduct, threats, retaliation and immediate safety issues bypass the ordinary team-resolution steps.



SECTION 25 • POLICIES & RESOURCES

Conflicts of Interest & Discipline

Program decisions must serve players and the program—not private benefit or personal relationships.

Conflict-of-interest standard

1. Disclose any personal, family, employment or financial interest that could affect - or appear to affect - a program decision.
2. Do not use a role, roster, contact list, logo, purchasing authority or confidential information for improper personal benefit.
3. Do not participate in a decision when impartiality could reasonably be questioned; program leadership will determine the appropriate recusal or safeguard.
4. Purchases, sponsorships and vendor relationships must follow program approval and documentation requirements.

Discipline

The program may use coaching, education, written expectations, restricted access, suspension or dismissal. Consequences depend on safety risk, severity, repetition, accountability, governing-body rules and the need to protect the program community. Serious conduct may skip progressive steps.

Review

When applicable, a person subject to discipline will receive notice of the concern and an opportunity to respond. SafeSport jurisdiction, emergency measures, summary suspensions and mandatory reporting requirements may affect timing and process.

NO GUARANTEED SEQUENCE

Safety and governing-body requirements determine the response; the program is not required to use every progressive step.



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SECTION 26 • POLICIES & RESOURCES

Big Bear Ice Arena Guidelines & Parking

Respect the home rink, its staff and every family sharing the building.

ADDRESS	Big Bear Ice Arena, 8580 E Lowry Blvd, Denver, CO 80230
RINK WEBSITE	www.bigbearice.com
PARKING	Use designated spaces and follow posted signs. Fire lanes, loading zones and restricted areas must remain clear.
DROP-OFF	Use only designated loading areas and do not leave a child unsupervised.

Facility expectations

1. Follow posted rink rules and directions from Big Bear staff; current facility rules control.
2. Players may enter the ice only when a coach is present and the resurfacing doors are closed.
3. Only authorized players and team personnel may use the bench or enter restricted areas.
4. Keep sticks, pucks, balls, scooters and running games out of hallways and common areas.
5. Always supervise siblings and nonparticipating children.
6. Leave locker rooms, benches and seating areas clean; report pre-existing damage before use.
7. The family or team responsible for damage may be charged for repair or cleaning.

RINK STAFF

Front-desk staff handle facility matters; Jets schedules, rosters, fees and coaching questions belong with program staff.



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SECTION 27 • POLICIES & RESOURCES

Fee Overview

The season registration page is the authoritative source for price, inclusions and payment terms.

2026–27 PROGRAM FEE	Published in the Denver Jets registration portal before enrollment opens.
PAYMENT OPTIONS	Pay-in-full and/or installment options will be identified during registration.
INCLUDED ITEMS	The registration page will list scheduled ice, coaching, administration, and any included apparel or uniform pieces.
USUALLY SEPARATE	USA Hockey registration, personal equipment, optional apparel, optional events, travel, lodging and nonincluded tournament costs.
TEAM CHARGES	No required team charge may be collected without program approval and written family notice.

Financial questions

Contact the Program Director or the billing contact identified in the registration portal. Coaches and rink staff cannot modify balances, promise refunds or approve alternate payment terms.

Player assistance

If fee assistance or a payment accommodation is available, the process will be shared with families. Requests should be submitted privately and before the registration or payment deadline whenever possible.

NO SURPRISES

Families should receive the amount, purpose, deadline and refundability of an optional cost before committing.



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SECTION 28 • POLICIES & RESOURCES

Parent & Spectator Code of Conduct

By registering, attending or participating, adults agree to these standards.

1. I will make hockey fun and support my child's desire to participate.
2. I will emphasize effort, skill development, teamwork and sportsmanship over results.
3. I will not coach from the stands, embarrass a child or criticize a player publicly.
4. I will respect coaches, officials, opponents, volunteers, facility staff and other families.
5. I will not use obscene, threatening, discriminatory, harassing or abusive language or behavior.
6. I will follow the 24-hour rule for non-safety concerns and use the program's contact path.
7. I will promptly report suspected abuse, misconduct, retaliation or immediate safety concerns.
8. I will supervise my children, protect facility property and follow posted rink rules.
9. I will not post private player information, locker-room content or inappropriate program content online.
10. I understand that violations may result in removal, restricted attendance, suspension or membership review.

YOUR COMMITMENT

The standard applies at Big Bear, away rinks, parking areas, hotels, social events, online spaces and anywhere you are identified with the Denver Jets.



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SECTION 29 • POLICIES & RESOURCES

Acknowledgment & Key Resources

Keep this page for reference and complete any separate electronic acknowledgment required during registration.

I acknowledge that I have received and reviewed the Denver Jets Youth Hockey Team Handbook. I agree to follow the program's policies and the applicable requirements of USA Hockey, CAHA, event hosts and facilities. I understand that policies may be updated and that the current published version controls.

PLAYER NAME:

PARENT/GUARDIAN NAME:

PARENT/GUARDIAN SIGNATURE:

DATE:

Key resources

Denver Jets program information: Shared through the season registration and team communication platform.

Big Bear Ice Arena: www.bigbearice.com

USA Hockey Safe Sport: www.usahockey.com/safesportprogram

U.S. Center for SafeSport reporting: uscenterforsafesport.org/report-a-concern

Colorado Child Abuse & Neglect Hotline: 844-CO-4-KIDS (844-264-5437)

Colorado Amateur Hockey Association: www.coloradohockey.org

FINAL REMINDER

If a child is in immediate danger, call 911. Do not delay a required report while waiting for a program response.