



POLICIES & PROCEDURES

2026-2027 SEASON

DENVER JETS YOUTH HOCKEY

HOME ICE

BIG BEAR ICE ARENA

8580 E. Lowry Blvd. | Denver, Colorado 80230

OUR STANDARD

Athletes first. Good people always. Hockey players second.

Effective for the 2026-2027 season | Last revised July 14, 2026



DOCUMENT GUIDE

Purpose and Scope

These policies establish the operating standards for the Denver Jets youth hockey program based at Big Bear Ice Arena. They apply to players, parents and guardians, coaches, team managers, volunteers, spectators, and program staff participating in Denver Jets activities.

The Denver Jets will operate in accordance with applicable rules and requirements of USA Hockey, the Colorado Amateur Hockey Association (CAHA), any participating league or event, and Big Bear Ice Arena. When a governing-body rule conflicts with this document, the governing-body rule controls.

PROGRAM FOCUS

This handbook is written for the Denver Jets 8 & Under development program. Additional divisions may be added only when approved and formally announced by Denver Jets leadership.

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Core Commitments

- Create a safe, positive, welcoming environment for every child.
- Teach age-appropriate hockey through high-repetition, small-area play.
- Model respect, sportsmanship, integrity, and personal responsibility.
- Build a strong family culture without losing sight of the athlete's experience.
- Make decisions based on long-term development rather than short-term results.



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GENERAL INFORMATION

1.1 About the Denver Jets

The Denver Jets is a youth hockey development program based at Big Bear Ice Arena in Denver, Colorado. The program is designed to introduce and develop young athletes in a structured, age-appropriate environment that emphasizes fun, skill acquisition, confidence, sportsmanship, and a lasting love of hockey.

Denver Jets teams and participants will be registered with USA Hockey and CAHA as required. The program will follow applicable USA Hockey playing rules, Safe Sport requirements, coaching standards, and American Development Model (ADM) principles.

1.2 Mission Statement

The mission of the Denver Jets is to provide children with a meaningful, enjoyable, and development-focused hockey experience. Through quality instruction, age-appropriate competition, and a strong family culture, the program will help athletes build skills, confidence, character, and a lifelong connection to the game.

1.3 Program Philosophy

The Denver Jets is an athlete-centered program. The needs of the child come first, and success is measured by player growth, engagement, retention, sportsmanship, and enjoyment - not simply by wins and losses.

Players, families, coaches, and volunteers are expected to demonstrate respect, honesty, integrity, resilience, and good sportsmanship. The program will encourage healthy competition while protecting the learning environment and the dignity of every participant.

GUIDING PRINCIPLE

One family. Strong values. No quit. Every decision should support the child, the team, and the long-term health of the program.

1.4 Governance and Participation

The Denver Jets is administered by designated program leadership. Program leadership has authority over program structure, staffing, team formation, scheduling, player placement, discipline, and operational decisions. Participation in the program does not create voting or governance rights.

Program leadership may appoint directors, coaches, evaluators, team managers, Safe Sport representatives, or other individuals to support administration and hockey operations.

1.5 Policies

The policies in this handbook apply to all Denver Jets activities, whether conducted at Big Bear Ice Arena or another approved venue. Program leadership may revise these policies when necessary to remain consistent with governing-body requirements, arena rules, safety standards, or program needs.

1.5.1 Grievance Resolution

The Denver Jets will provide a fair process for addressing concerns. Except for immediate safety or Safe Sport matters, families should use the following order:

1. Wait until emotions have settled; game-day confrontations are not permitted.
2. Raise the concern respectfully with the appropriate coach or team manager.



3. If unresolved, submit the concern to the Denver Jets Program Director or designated administrator.
4. Program leadership will review the matter, gather relevant information, and communicate a decision or next step.

Safe Sport concerns, suspected abuse, or conduct that presents an immediate risk must be reported promptly through the applicable USA Hockey, CAHA, law-enforcement, or emergency process. Such matters should not be delayed by the normal grievance sequence.

1.5.2 Conflict of Interest

Coaches, evaluators, managers, and program leaders must disclose actual or potential conflicts of interest. When appropriate, an individual may be removed from a decision or evaluation to preserve fairness and confidence in the process. The USA Hockey conflict-of-interest policy will be followed when applicable.

1.5.3 Whistleblower Protection

A player, parent, volunteer, coach, or staff member who reports a good-faith concern involving illegal, dishonest, fraudulent, unsafe, or seriously unethical conduct will be protected from retaliation to the extent permitted by law and governing-body rules. Knowingly false or malicious reports may result in discipline.

1.5.4 Abuse Prevention and Safe Sport

The Denver Jets prohibits sexual abuse, physical abuse, emotional misconduct, bullying, hazing, harassment, retaliation, and other prohibited conduct. All participants must comply with the current USA Hockey Safe Sport Program and the U.S. Center for SafeSport Code, as applicable.

Required adults must complete USA Hockey registration, background screening, Safe Sport training, and any additional CAHA or program requirements before participating in a role that requires such clearance.

1.5.5 Publication and Amendments

The current version of this handbook and any material updates will be distributed through the Denver Jets registration platform, website, email, or other official communication channel. Registration materials and team-specific standards may supplement this handbook.



2 REGISTRATION AND FINANCIAL POLICIES

2.1 Player Registration and Deposits

Registration opens on dates announced by the Denver Jets. A player is not considered registered until all required forms, acknowledgments, USA Hockey information, and required payment or deposit have been received.

Unless the registration materials state otherwise, deposits are non-refundable and non-transferable. Completing registration represents a full-season commitment and reserves a place in the program, subject to eligibility, roster capacity, and program approval.

2.2 No-Pay / No-Play Policy

Accounts must remain current under the payment schedule accepted during registration. If an account becomes delinquent, the family will be notified and the player may be withheld from practices, games, jamborees, or other team activities until the account is brought into compliance or an approved arrangement is documented.

Any outstanding balance may also affect the player's ability to receive a financial release or register with another CAHA association, consistent with applicable CAHA rules.

2.3 Refund Policy

The refund terms presented during registration control. Unless otherwise stated, deposits and registration fees are non-refundable and non-transferable after a roster position has been accepted or the season has begun. No refund will be issued when a player is suspended or removed for misconduct.

Requests involving a season-ending medical condition, family relocation, or another extraordinary circumstance may be reviewed by program leadership. Any approved refund may be reduced by non-recoverable costs already incurred on behalf of the player. Third-party registration insurance claims must be handled directly with the insurer.

2.4 Payment Plans

Available payment-plan options and due dates will be identified during registration. Failure to meet an agreed payment schedule may trigger the no-pay / no-play policy. Program leadership may require the account to be paid in full before a player is released or before participation resumes.

2.5 Financial Release

A family requesting a financial release must submit the request to the Denver Jets Program Director or designated administrator. After all financial and equipment obligations have been satisfied, the program will process the release in accordance with applicable CAHA procedures.

New players arriving from another association may be required to provide a financial release from the prior association before roster placement or final registration is completed.

2.6 USA Hockey and CAHA Requirements

All players, coaches, team managers, and required volunteers must complete current-season USA Hockey registration and any required CAHA registration or screening. Coaches and volunteers must satisfy all role-specific training, certification, age-module, background-screening, and Safe Sport requirements before being added to a roster or participating in a restricted role.



2.7 Roster Eligibility and Dual Participation

Denver Jets players may not be rostered with another association or participate on an outside team during the same season when doing so violates USA Hockey, CAHA, league, or Denver Jets rules. Any outside participation that could create a roster, scheduling, insurance, or player-welfare conflict requires advance written approval from program leadership.

2.8 Withdrawal from the Program

A family withdrawing a player must notify program leadership in writing and return all program-owned equipment, jerseys, and property. Withdrawal does not eliminate outstanding financial obligations unless program leadership approves an exception in writing.



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HOCKEY OPERATIONS AND CONDUCT

3.1 Hockey Operations

Denver Jets program leadership has authority over the organization and delivery of the hockey program, including schedules, practice formats, staffing, coach selection, roster sizes, team assignments, player evaluations, discipline, events, and program standards. Decisions will be made in alignment with applicable USA Hockey, CAHA, league, event, and arena requirements.

3.2 Code of Conduct

Every participant is responsible for protecting a safe and positive environment. The following conduct is prohibited at Denver Jets activities, including in person, online, in team messaging, and on social media:

- Physical contact, intimidation, threats, or aggressive confrontation involving a player, coach, official, volunteer, spectator, association representative, or arena employee.
- Taunting, bullying, hazing, harassment, discriminatory conduct, retaliation, or abusive language.
- Entering the ice, bench, penalty box, officials' room, or another team's locker room without authorization.
- Profane, vulgar, demeaning, or threatening language or gestures.
- Throwing objects, pounding or climbing on the glass, or interfering with play or event operations.
- Damaging, defacing, stealing, or misusing property belonging to a player, family, team, program, official, or facility.
- Possession or use of illegal drugs, misuse of alcohol, or attendance while impaired at a youth activity.
- Recording, photographing, or sharing locker-room content or other prohibited images or communications.
- Publicly attacking, embarrassing, or targeting a child, coach, official, team, or program through electronic communications or social media.
- Any conduct deemed unsafe, disruptive, unethical, or inconsistent with USA Hockey, CAHA, Safe Sport, Denver Jets, or Big Bear Ice Arena standards.

SPECTATOR STANDARD

Cheer for effort, improvement, teamwork, and sportsmanship. Do not coach from the stands, argue with officials, or make a child's experience about the scoreboard.

3.3 Discipline and Review

Program leadership may review allegations, gather statements and available evidence, consult applicable governing bodies, and impose discipline proportionate to the conduct. Interim restrictions may be used when necessary to protect participants or preserve the integrity of an investigation.

Corrective action may include a warning, education requirement, behavior plan, removal from a specific activity, spectator restriction, suspension, roster removal, or dismissal from the program. Safe Sport or legal matters may be referred to the appropriate authority.



3.4 Coach or Team Manager Removal

Coaches and team managers must act consistently with the program's mission, Code of Conduct, and Safe Sport requirements. Program leadership may remove an individual from a role when conduct, performance, compliance, or program needs warrant the change. When appropriate, the individual will receive written notice explaining the action.

3.5 Player Removal

Players are expected to follow team rules and treat teammates, coaches, officials, opponents, and facility staff with respect. Serious or repeated misconduct may result in suspension or removal. The player's parent or guardian will be notified of the decision. Fees are not refundable when a player is removed for misconduct.

3.6 Coach Selection and Standards

Program leadership selects coaches based on experience, character, communication, teaching ability, reliability, player-development philosophy, and compliance history. Parent and player feedback may be considered as part of the review process.

All rostered coaches must maintain the current USA Hockey coaching credentials and training required for their age level and role. Denver Jets coaches are expected to teach, encourage, communicate clearly, provide age-appropriate feedback, and place development ahead of short-term results.

3.7 Volunteer Team Managers

Each team may assign a volunteer team manager approved by the head coach and program leadership. Managers must complete required registration, screening, and Safe Sport requirements. The manager supports communication, scheduling, documentation, event coordination, and team operations but does not independently set hockey policy.



4 8 & UNDER PROGRAM STANDARDS

4.1 Program Overview

The Denver Jets 8 & Under program introduces young players to hockey through age-appropriate teaching, station-based practices, small-area games, cross-ice or half-ice play, and positive competition. Players may be grouped by age, experience, readiness, and ability to support safety and development.

4.2 Development Model

Practices and games will follow current USA Hockey ADM principles and applicable CAHA standards. Program design will emphasize:

- Frequent puck touches and meaningful participation for every player.
- Skating, puck control, passing, shooting, spatial awareness, and basic game concepts.
- Small-area play that improves decision-making, creativity, and engagement.
- Age-appropriate competition without an excessive focus on standings or results.
- Positive coaching, active learning, and development through play.
- Progressive challenges that meet players where they are and help them grow.

4.3 Team Formation

Program leadership will determine the number of teams and groups each season based on registration, birth years, skill distribution, coaching resources, ice availability, and applicable rostering standards. Teams do not need to have identical roster sizes.

4.4 Player Evaluations and Placement

Evaluations may be used to create balanced groups and place players in an environment appropriate for their age, skill, confidence, and safety. Placement is a program decision, not a ranking of a child's future potential. Groups may be adjusted during the season when development, enrollment, or safety needs change.

4.5 Practice and Playing Format

Denver Jets ice sessions will primarily use station-based practices and cross-ice or half-ice games consistent with current 8U standards. Full-ice play will occur only when permitted and appropriate under applicable USA Hockey and CAHA rules.

Schedules will be published through official Denver Jets communication channels. Weekend ice at Big Bear Ice Arena will serve as the primary program base, with additional approved sessions or events scheduled as available.

4.6 Jamborees and Outside Events

Participation in jamborees, festivals, exhibitions, or other events must be approved by program leadership. Event selection will consider age appropriateness, travel demands, cost, competition level, scheduling, and the developmental value of the experience.



4.7 Player Move-Ups

Requests for a player to participate above the player's normal age group must be submitted in writing before placement decisions are finalized. Approval is not automatic and will consider USA Hockey and CAHA eligibility, physical and emotional readiness, safety, skill impact, roster needs, and whether the move is in the best interests of the player and program.

4.8 Attendance and Playing Time

Regular attendance supports player development and team continuity. Families should use the official RSVP or attendance tool and communicate known absences as early as possible.

At 8U, coaches should create broad and meaningful participation opportunities. Exact shifts, positions, and repetitions may vary by session, attendance, development plan, safety, effort, or conduct. Goaltending opportunities may rotate as determined by the coaching staff and available equipment.

4.9 Player Pathway

The Denver Jets will support a clear progression from entry-level skating and street-hockey experiences into age-appropriate ice hockey. Program leadership will help families understand the next development opportunity while avoiding pressure to advance before a child is ready.



5 FACILITY AND TEAM OPERATIONS

5.1 Big Bear Ice Arena

Big Bear Ice Arena, located at 8580 E. Lowry Blvd. in Denver, is the home facility of the Denver Jets. All participants and spectators must follow arena policies, posted rules, staff directions, and safety procedures.

- Treat arena employees, officials, other users, and visitors with respect.
- Keep hallways, locker rooms, benches, and common areas clean and free of unnecessary clutter.
- Do not use sticks, pucks, balls, or training equipment in undesignated areas.
- Do not enter the ice until authorized and the resurfacing doors are fully closed.
- Report damage, hazards, injuries, or unsafe conduct promptly to a coach, manager, or arena employee.
- Families are responsible for supervising siblings and guests throughout the facility.

5.2 Locker Room Policy

Denver Jets locker-room use will follow current USA Hockey Safe Sport requirements. At least two properly screened and trained adults should be present or actively monitoring as required. One-on-one isolated interactions between an adult and an unrelated minor are prohibited.

Phones, cameras, and recording devices may not be used in locker rooms. Parents or guardians may assist younger players when permitted by the coaching staff and consistent with Safe Sport requirements. Reasonable private-changing arrangements will be provided when needed.

5.3 Parent and Guardian Expectations

- Support the player's effort, learning, and enjoyment rather than judging the experience only by results.
- Use respectful communication and follow the grievance process instead of confronting coaches or officials at the rink.
- Ensure the player arrives on time, properly equipped, and prepared to participate.
- Keep registration, payment, medical, emergency-contact, and attendance information current.
- Complete assigned team or volunteer duties responsibly and on time.
- Respect coaching decisions regarding group placement, positions, practice design, and event participation.

5.4 Equipment and Program Property

Players must wear all equipment required by current USA Hockey, CAHA, event, and facility rules. Equipment must fit properly and be maintained in safe condition. Coaches may remove a player from an activity when required equipment is missing, damaged, or unsafe.

Program-owned jerseys, goalie equipment, training gear, or other property must be used responsibly and returned when requested. Families may be charged for unreturned or damaged program property beyond normal wear.

5.5 Communication

Official schedules, updates, payment notices, RSVP requests, and program announcements will be distributed through the Denver Jets registration platform, email, team application, or another approved channel. Families are responsible for monitoring those communications and keeping contact information current.



Adults must follow USA Hockey Safe Sport rules for electronic communication with minor athletes. Team messaging should remain appropriate, transparent, and related to hockey activities.

5.6 Injury, Illness, and Emergency Response

Players should not participate when ill, injured, or otherwise unable to safely take part. Coaches may restrict participation and may request medical clearance when appropriate. Suspected concussions and serious injuries will be managed under applicable law, USA Hockey policy, and facility emergency procedures.

Parents and guardians are responsible for maintaining accurate medical and emergency-contact information and for informing the coaching staff of relevant restrictions or action plans.

5.7 Team-Specific Standards

A coaching staff may establish written team standards that supplement this handbook, including arrival times, communication methods, volunteer assignments, event expectations, and practice routines. Team standards may not conflict with Denver Jets, USA Hockey, CAHA, Safe Sport, or arena requirements.



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ACKNOWLEDGMENT AND REVISION RECORD

A.1 Family Acknowledgment

By registering with the Denver Jets, the parent or guardian acknowledges that the family has received, reviewed, and agrees to follow these Policies and Procedures, the applicable Denver Jets registration agreement, the USA Hockey Safe Sport requirements, and all applicable CAHA, league, event, and Big Bear Ice Arena rules.

The family further understands that participation is a privilege and that conduct inconsistent with these standards may result in restrictions, suspension, or removal from the program.

Parent / Guardian Name and Signature

Date

Player Name (printed)

Date

A.2 Coach / Volunteer Acknowledgment

By accepting a Denver Jets role, the coach, manager, or volunteer agrees to maintain all required registrations, screenings, training, and certifications and to model the behavior and development philosophy described in this handbook.

Coach / Volunteer Name and Signature

Date

A.3 Revision Record

VERSION	DATE	SUMMARY
1.0	July 14, 2026	Initial Denver Jets edition for the 2026-2027 season; adapted for an 8 & Under program based at Big Bear Ice Arena.

ANNUAL REVIEW

Program leadership should review this handbook before each season and whenever USA Hockey, CAHA, Safe Sport, facility, or program requirements materially change.