

## Vice President of Officials 2018-2019 Annual Report

Good evening APHA and SJAMHA Executives.

For another season, I want to thank both executives for your continued financial and moral support. The work that the assignors, RICs and I do would not be possible without the support offered by both boards.

This season we continued to provide mentorships, two meetings and evaluate referee harassment. We also expanded the #thankthestripes weekend in December, provided jackets to community leaders, and initiated research into why referees quit. Each of these 6 important parts of referee development will be reviewed here. At the end of this Annual Report, we will provide you with a summary of referee development for 2019-2020.

Sincerely,

Mitchell Jeffrey, VP Officials  
APHA & SJAMHA

### Mentorships

The numerical summary of mentorships is the easiest way to tell the story of our success this season:

- # of Mentorships on First Year Officials: 73
- # of Mentorships on Second Year+ Officials: 162
- # of TimeKeeper Mentorships: 27
- # Total Mentorships: 262
- # of referees with at least 2 mentorships: 79
- # of referees with more than 4 mentorships: 8
- # of mentors who did at least one game: 20
- % of mentorships submitted: 96%

Summary: The APSJ mentorship program continues to provide skill development to all officials while also identifying officials that will develop faster (or slower) and providing them with more mentorships.

The success of the APSJ mentorship program can be measured in three ways:

- 1) On March 30-31, 2019, there were 12 Program of Excellence games. APSJ-developed officials are refereeing (the official wearing red stripes) 8 out the 12 games. Furthermore, of those 12 games, 11 of them have at least one linesman who was mentored in APSJ.
- 2) The second criteria to demonstrate the effectiveness of the APSJ program is in APSJ's ability to retain officials who move up to HW/AAA and HMb but consistently return to help in the area with mentorships and games. These include: [REDACTED]

- [REDACTED] This outcome was not always the case as (traditionally) officials would often leave for advanced levels and not return.
- 3) There is also an unknown effect on officials that do not advance to higher levels. This effect is difficult to measure, however, the attached letter (written as part of an MBCI application) on page five (Appendix) was written about Mitchell Jeffrey, but really reflects the program as a whole. In the case of this person, the assignor's patience (with this person returning games) and the RICs commitment to providing him support (setting up observation games to help him improve) contribute as much as Mitchell's time with him.

### Officials' Meetings

- 1) Beginning of season meeting. The focus of this meeting was preparing newer officials for the season: using Assignall, dealing with harassment, introducing the administration team, and answering questions.
- 2) Playoff Meeting. The focus of this meeting included: knowing the playoff rules, expectations for playoffs. The majority of the attendees to this meeting were first and second year officials.
- 3) End of Season Wind-up. Cindy Arsenault planned a Moose Game on April 3<sup>rd</sup>. Officials paid \$20 per ticket.

### Referee Harassment

This was the second year APSJ tracked referee harassment through referee-report and HW Game Reports. During the current season, the harassment form was changed to capture why referees did or did not call a penalty (thank you Billy Keane).

The success of this program can be measured in 3 ways:

- 1) The reporting of incidents gives us an idea of the current state of harassment: there were 17 reports completed by officials; 11 reports were about APSJ teams and 6 about out of area teams. In 2017-18 there were 49 reports. This represents a decrease due to a combination of decreased reporting and decreased issues.
- 2) The reporting system and the posters in referees rooms create discussions about referee harassment and begins to build a culture of "not in my arena" for all officials, but especially younger officials.
- 3) The type of reports (now focused on why referees do or do not call a penalty) gives mentors and administrators the opportunity to teach younger officials how to address incidents when they select an answer such as "I have no idea what to do in this situation".

### #thankthestripes Weekend

In 2017-18, Spencer Brason put together a basic plan in about 3 days (one poster per arena and Chocolate in Referee Rooms. This year, Cindy Arsenault exceeded

expectations. She had 3 main parts of #thankthestripes: 1) referee biography posters on the walls at 3 arenas, 2) a “Kudos-box” where officials could leave positive comments for other officials and 3) a draw for Jets tickets based on referee involvement in games/biographies/Kudos-boxes.

The success of APSJ cannot be understated in this area. Hockey Winnipeg discovered minimal involvement from most areas and announced a second weekend in February. APSJ’s success was unmatched in the city.

### Jackets

Jackets were distributed to mentors who did not already have a jacket and who did a substantial number of mentorships in 2017-2018; there are two extra jackets that are being saved as needed in 2019-20. The success of jackets can be seen in the following ways:

- 1) *source of pride*: young officials see those jackets and aspire to become mentors/leaders in the future (these young officials ask “how do I get a jacket?”)
- 2) *conversations at arenas and increased awareness*: mentors report conversations with fans who want to “talk officiating” or ask questions. Mentors also report boisterous fans that stop yelling at officials.
- 3) *Feelings of Authority & Belonging*: Mentors report feeling they have the authority to support the officials and be at games because they have a jacket.

### Why Referees Quit

“Why referees quit” is a brand new initiative for 2018-19. Here are the available stats:

- In 2018-19, there were 103 officials who received at least 1 mentorship or did at least 1 game.
  - 73 officials in year 2+
  - 30 officials in year 1
- APSJ had 38 officials quit at the beginning of the season (~40% attrition).
  - There were 35 new officials in 2017-2018, 18 quit in September 2018 (~50% attrition).
- APSJ saw 30 new first years in fall 2018.

The officials who quit have received phone calls (some as many as 4 times). As of this writing, 13 of 38 have responded<sup>1</sup>. At this time, there is not enough data to draw any conclusions about why referees quit. However, the goal is to continue to call former-officials and continue this program in 2019-2020. Mitchell will also continue to review the data for the AGMs and provide an update if the data stops changing as more interviews are completed.

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<sup>1</sup> The expected response rate for phone interviews is 50%.

The obvious outcomes of this research are: 1) the stats above and 2) learning why referees quit. However, a third outcome is identifying specific former referees who may come back or learning about how APSJ can do better to retain officials.. For example, Cole Daoust quit because he didn't received help from Hockey Winnipeg in knowing who to contact. He is willing to return if APSJ pays his registration in 2019.

### Other Projects in 2019-20

There were four other major projects this past season

- 1) Hiring new RICs. Mike and Cindy have been very good hires. Mike has been incredibly involved on-the-ice with officials as he did "more games than I can ever remember doing" (quote from Mike Fedak). These games were across all ages and levels. Cindy, as mentioned above, as been very strong in building the community and friendships through her work with #thankthestripes and bringing people together.
  - a. This is not to forget Lou and Bryce who continue to bring a laid-back professionalism to assigning (+ Lou working with TKs) that is needed to create stability in APSJ.
- 2) Development of a New Scoring System for mentorships. The mentorship reporting system was completely redesigned to provide numerical scoring while maintaining written feedback. These changes improved APSJ's ability to advance officials, provide feedback and identify skill areas for officials to improve.
- 3) Revisions of the AP & SJ Officials' By-Laws. In spring 2018, the by-laws were re-written to better reflect the officials' development program now in place. This was passed by APHA and will be presented for adaptation at the SJAMHA AGM in June 2019.
- 4) APHA Referee Harassment Posters. Harassment posters used by SJAMHA were rebranded for APHA and used in Eric Coy, Corydon CC, and Varsity View Sportsplex.

### Summary of Plan for 2019-2020

#### Continuing Programs

- 1) Mentorships, Harrassment Reporting and Teaching, Research on Why Referees Quit, Referee Meetings, and #thankthestripes will continue.

#### Not Continuing

- 2) Jackets will not be pursued in 2019-20, but may be an option in future seasons.

#### Expanding the Program to include Timekeepers

- 3) Generally, APSJ officials need to do a better job of including timekeepers in all aspects of the official development program: #thankthestripes, meetings, inviting TimeKeepers to hang out in the referee room after the game.

#### Administration Personnel Announcement

- 4) Assignors (Lou & Bryce), RICs (Cindy & Mike), TKIC (Lou), & VPO (Mitchell) are all putting their names to stand for the 2019-20 season.

## Appendix: Letter from Teenage Official

(This official has been officiating for 5 years but has not moved past area hockey)

Mitchell Jeffrey inspired me to be who I am today. Mitchell Jeffrey is one of my referee in chiefs for Hockey Manitoba in my area of the city. He is my mentor, and my boss as a referee for Hockey Manitoba. Mitchell Jeffery inspires me by his unselfish attitude, his dedication, his integrity, his sense of fairness, his kind and caring nature along with his self-sacrificing nature, inspire not only myself, but also many other young referees.

Mitchell is a very dedicated man, the amount of time he puts into being a referee-in-chief is inspiring. Whenever he sees a referee who needs more training, he will mentor them on his own personal time and use it to help the referee. He helps referees become more confident at their job and he makes a large impact on each referee who he mentors. I really appreciate how he helps many referees to improve their skills.

Mitchell is fair. He treats everyone with the same amount of respect and kindness, plus he makes sure every referee has a fair and equal amount of games to referee each week/weekend. He is also kind and caring to everyone. He is supportive to each referee, but he is firm when he needs to have a hard conversation.

Mitchell is a person of his word. He is who he is, whether it is a positive or a negative situation. You know what to expect and are never afraid of him. He is very good at positive criticism. He takes the bad habits of referees and makes them into great habits to have when refereeing. In conclusion, if I had never met Mitchell Jeffrey, I would not be who I am today.