



# Canadian Hockey Officiating Program



**Shared Respect**  
players-coaches-officials-parents

**Respect mutuel**  
joueurs-entraîneurs-officiels-parents

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# FOREWORD

*The CHA recommends that all associations distribute this Supervisor's Manual to individuals involved in the training of officials, such as clinic instructors, supervisors, referees-in-chief, etc.*

*This manual is available in electronic format from the CHA at no cost. Check out the CHA website at [www.canadianhockey.ca](http://www.canadianhockey.ca) or email the Manager, Officiating at [ndueck@canadianhockey.ca](mailto:ndueck@canadianhockey.ca) to have the file emailed to you.*

*On-ice supervision is aimed at the development of officials through meaningful feedback. The guidelines contained in this manual are necessary for a standardized approach to the evaluation of officials.*

## THE OBJECTIVES OF EFFECTIVE EVALUATION

- 1. To improve the quality of officiating in the two and three official systems of officiating*
- 2. To develop evaluation consistency in the assessment of officials.*
- 3. To provide instructional follow-up and coaching which reinforces the information presented at clinics within the Canadian Hockey Officiating Program. Officials should be provided with feedback on areas of positive performance as well as areas where improvement is required to strengthen their on-ice performance.*
- 4. To develop consistent officiating techniques with reference to rule interpretation, enforcement, positioning & and signaling.*
- 5. To obtain optimum performance by providing an incentive to the officials.*

*Good supervision is the key to success in any officiating program. This manual is one tool which will assist the supervisor to become more effective, which will ultimately not only improve the quality of officiating, but also the quality of hockey in general.*

# **Role of a Supervisor**

## **Dedication to Quality**

Individuals who accept the responsibility to supervise officials must be dedicated toward improving the quality of officiating and the development of consistency within the association. The supervisor must be prepared to spend time with each official evaluated, and discuss each performance. The most important responsibility which the supervisor must realize, is that they are there to assist referees and linesmen to become better officials. Supervisors must realize their responsibility to not only evaluate performance, but to also coach officials offering suggestions to improve areas of concern.

Supervisors will be confronted by players and team officials under certain situations. It is important that the supervisor realize their area of responsibility in this regard and not become involved in policy matters. The supervisor should refer problems relating to policy to the appropriate league or branch authority.

Supervisors must realize the importance of complete and detailed reports. The supervisor's report is a permanent record of performance by an individual in a specific situation, and it is essential that the report reflect accurately what that performance was. These reports are important tools by which associations can evaluate and rate their officiating staff.

## **Qualities of an Effective Supervisor**

- Develop and encourage a positive relationship with the officials. A supervisor must respect the officials and deal with them in a professional and friendly manner. The supervisor who is concerned with developing a positive relationship will be respected and accepted by the officials.
- Never influence the decision of an official, or cause an official to change their decision during or after a game. The role of the supervisor is to evaluate and report performance. They may assist officials with respect to uniformity of rule interpretation, theory and techniques of officiating, judgement in calling penalties and other related aspects of Officiating, but the final decision in all matters during the game is the responsibility of the officials on the ice.

- Identify an official's weakness and provide the means of overcoming the problem. This can be in the form of offering suggestions, recommendations, or review. It is very important that the official understand exactly what the problem is, and find a solution which will remedy the situation.
- Have a thorough knowledge and understanding of approved rules, procedures and techniques. This requires the supervisor to be very comfortable with all information in both the Rule Book \ Case Book and the Officiating Procedures Manual. They must insist that officials use only procedures and techniques which are approved by the CHA and branch. Supervisors must report any official who does not conform to procedures and techniques which have been approved by the CHA or branch.

### **Communicating with Officials**

A question that every supervisor has asked at one time or another is whether or not they should talk to the officials before or during a game.

The answer can be "yes" or "no" depending on the game, the officials involved, and the reason for which the officials are being supervised. If the officials are experienced and your being in the referees' room before the game will not upset them, then it may be all right to see them before the game. If however, the officials are inexperienced and could be influenced by the knowledge that they are being supervised, then it might be better not to see them until the game is over.

If the purpose of the supervision is to assess performance because of previous adverse reports, then the supervisor should remain inconspicuous and observe the official's performance without the official knowing that they are being assessed. After the game it is permissible to discuss the official's performance based on their work in that particular game.

## **Communication Tips**

Some hints that will help open the lines of communication between supervisors and officials are:

1. Honesty is the best policy. Always be honest in your comments; do not tell the officials one thing and then report something different.
2. Always be objective in your comments. If there is something critical to report, then offer a method or solution with which the official may correct or improve.
3. Be a good listener. It is important that you be attentive to what an official is saying to ensure that there is no misunderstanding of your comments.
4. Be sympathetic, especially when dealing with inexperienced officials. Remember, you were once a "rookie" yourself.
5. When talking to the referee, it is usually acceptable to have the linesmen listen in, as this can be a learning opportunity for them as well. If the discussion may be very critical, you may want to discuss these issues only with the referee.
6. Talk to both linesmen in the presence of the referee. This encourages teamwork, and provides the opportunity for input from all officials.
7. Talk to both officials at the same time if the game was officiated using the two-official system.
8. Never be openly critical of game officials or the association that you represent. Hockey fans and players are quick to believe the negative instead of the positive things about a referee or linesman.
9. Make your report and comments private. Your report is confidential and must be treated as such.
10. Be beyond reproach at all times in your actions and comments. Remember, good communication is the lifeline between officials and the supervisor.

# **Assessment of Officials**

## **Official's Evaluation Form**

The Official's Evaluation Form is an important tool that has been provided to assist supervisors in the evaluation of on-ice officials. This form, used for each of the officials being evaluated, is organized into five parts:

1. General Information on Official and Game
2. Evaluation Scale
3. Strengths
4. Weaknesses
5. Comments

Section 2 includes a list of "things to look for" to ensure that all supervisors are evaluating similar points. These areas will help organize the supervisor's ideas as they carry out the evaluation.

Sections 3 through 5 are the most important areas on the form. In this section the supervisor can:

- detail specific information based on the official's performance
- note suggestions and recommendations discussed with the official
- make recommendations or comments to the office.

A sample form appears on the following page. This is one type of form used, and may differ from that used by your association or branch. The form should contain 4 color-coded copies to be distributed as follows:

- copy 1 (white) - retained by official evaluated
- copy 2 (yellow) - forwarded to the CHA office
- copy 3 (pink) - forwarded to Branch Referee-in-Chief
- copy 4 (gold) - retained by the Supervisor

The key for all officials is to get as much written feedback as possible that they can reference in the future. This form may not be ideal for younger officials. Other forms may be available from the branch, or the CHA Manager, Officiating.

***IMPORTANT: Always remember to sign the form once it has been completed, and have the official evaluated sign also.***



# Guidelines for Assessing Personal Characteristics

## Appearance and Presence

We all know that you never get a second chance to make a good first impression and that the "initial impression" is very lasting and influential. An official's appearance becomes very evident to those involved in the games such as players, coaches, managers, fans and other game officials right from the moment they enter the arena. It is very important that an official's appearance, both off the ice and on, be of a very high standard at all times. Certain points to consider include the following:

### Key Areas:

- Does the official look like an athlete?
- Positive body language.
- Presence on stoppages (both physical and verbal)

### Other Factors:

- Is there good grooming (clean shaven, hair length)?
- Is there appropriate dress on arrival at the rink?
- Is there good equipment?
- Is there a good helmet - black (in good condition), visor and chin strap worn properly?
- Is there a good sweater - clean, branch crest, CHA shoulder crest?
- Are pants clean, pressed, good fit?
- Are skates polished, clean, white laces?
- Is there good overall physical conditioning? Good posture?
- Displays enthusiasm (interested, wants to be there)
- Displays authority and confidence in decisions made.

## Composure and Maturity

This is a very difficult area to evaluate. During the course of a game, the official will be faced with many various situations. Maturity will show by the manner in which various situations are handled. The relationship which has been developed with players, team officials and fans will soon become evident once the game gets underway.

When dealing with younger inexperienced players the official should demonstrate a friendly, helpful attitude. They should be firm, yet helpful. As players become more experienced, the official should limit discussions with the players, and deal with the captains and alternate captains. Game control results when all components of the game cooperate. The official that demonstrates a composed, mature attitude will gain respect from players and team officials, and will be better able to fulfill their role.

Some points to note are:

As the intensity of the game increases requiring more difficult decisions, does the official:

- stay cool, calm and consistent?
- display inconsistencies in decisions?
- show signs of losing composure?
- maintain controlled communication with players and coaches?

If the game is totally one-sided, does the official:

- continue to hustle, or tend to coast?
- tend to become more lenient towards the losing team?
- tend to lose interest in the game?

## **Attitude**

The official must always display the proper attitude so that they can assert control over the game and allow fair play at all times.

Some things to consider here relate to different traits an official may display before or during a game. For example:

Key Areas:

- Display enthusiasm and professionalism
- Decisions are firm and decisive (not arrogant)
- Is the official approachable?
- Is the official able to gain respect from other game participants and does the official display a mutual respect?

Other Factors:

- Is there belligerence or antagonizing
- Is there fairness?
- Is there firmness, but politeness?
- Is there confidence?
- Is there dedication to their responsibilities?
- Are they able to maintain composure?
- Is there interest in the game?
- Is there seriousness?
- Is there consistency?
- Is there interest in personal recognition?
- Is the official open to feedback after the game during the supervision discussion?

# Guidelines for Assessing Official's Competence

## Skating Ability

A supervisor cannot impress enough upon an official the importance of skating ability. The better an official can skate, the more they can concentrate on other aspects of officiating without having to think about stopping, starting, turning, etc. They will automatically be in better position to control the game. The supervisor may wish to evaluate skating ability during the pre-game skate; however, actual game situations will truly reflect the skating abilities of the official.

### Key Areas

- Pursuit of play. Does the official read and react to the flow of play?
- Is the official able to keep up with the speed of the game?

Areas to evaluate include the following:

- Acceleration, both forward and backward
- Is there agility and balance? Lateral mobility?
- Is there good starting (initial strides too long, or too short)?
- Is there stopping in both directions?
- Is there forward and backward skating?
- Is there turning in both directions?
- Are there crossovers in both directions?
- Is there good body position (erect, bent over)?
- Is there use of arms?
- Is the official able to avoid puck and player movement?

The better the official scores in this area, the easier it will be to consistently keep up with the play.

## Positioning

### a) Three-Official System

#### Linesmen

Two areas to check are the position:

1. While play is in progress
2. During face-offs

The main responsibility of the linesmen is that of calling off-sides, off-side passes and icings. As the positioning of the puck or skates are determining factors on most linesmen calls, it is imperative that the linesmen be in correct position to ensure that the correct call is made.

Many factors will contribute to this and the supervisor should look for:

- Is there knowledge of correct positioning?

- Is there hustle and desire?
- Is there skating ability?
- Is there experience level?
- Is there anticipation of play?
- Is there teamwork (covering for partner or referee on fast break)?
- Is there alertness?

## **Referee**

When supervising the work of the referee the supervisor must divide positioning into five specific areas:

1. Play in end zone around goal. Is the referee comfortable moving from home base to half piston, and does the referee go to the net when appropriate?
2. Play on breakouts into neutral zone.
3. Play as it crosses the opposite blue line.
4. Play when it is on the same side of ice as referee, and when play is on opposite side
5. During stoppages.

These areas give the supervisor an overall view of the referee's positioning to determine whether it is satisfactory, requires improvement, or only a slight adjustment.

The supervisor should then concentrate on the areas where improvement or adjustment is required. For best results, work on only one specific area at a time.

## **Evaluation Tips**

1. Insist that all officials use the CHA approved positioning procedure. Refer to the CHA procedure explaining correct positioning for the referee and linesmen.
2. Consider the caliber of official with which you are dealing. An experienced official may pick up a bad habit of which they are not aware. Be careful not to antagonize a senior official and destroy the relationship necessary between the official and supervisor. Be diplomatic when dealing with senior officials who have developed their own personal style.
3. Explain the reasoning and importance of being an accomplished skater when dealing with an inexperienced official. Points to consider in your explanation include:
  - It will be easier to keep up with the play.
  - Basic positioning is enhanced.
  - Recovery from bad positioning is facilitated.

4. Explain the importance of correct positioning. Stress the following:

- All players be kept in front of the referee at all times.
- The back should never be turned to the front of the net.
- Should be in constant motion.

Correct positioning techniques will place the official in the correct position to make a close call. For example, when there is a goal mouth scramble the referee should be very close to the net and on the goal line to see whether or not the puck enters the net.

## **b) Two-Official System**

To be successful and accomplish a creditable performance in the two-official system, both referees must skate, hustle, and communicate with their partner. All of the duties and responsibilities covered by the three-official system are now being handled by just two officials. Many of the features of positioning of the two referees will parallel that of the two linesmen in the three-official system, and many of the same guidelines will apply.

The supervisor should be concerned with the following when evaluating performance in the two-official system:

- Is the referee not conducting the opening face-off following the puck? The direction of the puck will determine that referee's "end" of the ice?
- Is the referee not conducting the face-off always protecting the line for the other referee?
- Is the referee in the correct position? This is very important for off-sides and off-side passes. The official must be at the line before the play reaches the line.
- Are the officials maintaining their diagonal relationship at all times. (never more than two lines apart)?
- Is there communication between the two officials?
- When play is in the end zone, does the front referee watch for infractions around the puck, while the back referee watches players in the front of the net area?

## **Evaluation Tips**

1. Insist that both officials use the CHA approved positioning procedure without variations.
2. Stress that CHA methods, techniques and procedures be adhered to without variations.
3. Stress the importance of the correct positioning of the front referee which should follow the same patterns of positioning as would the referee in the three-man system. This will better enable the referee to switch back and forth between the two systems.
4. Do not be overly critical of one official and full of praise for the other when giving your post-game evaluation. Remember, you are attempting to improve officiating through teamwork. You should point out that correct positioning by both officials enhances the overall performance throughout the game.

## **Signals**

Signals are a means of communication between all components of the game. Therefore, it is

very important that all signals, (whistle, hand, verbal) be used when required, and be executed correctly. Every official must understand the importance and significance of correct signals.

- Signals inform the various components of the game of an official's decision.
- Proper use of signals will help reduce needless delays, avoid confusion, and eliminate unnecessary discussion or explanations.
- Spectators must also be considered and be made aware of events during the game.

Key Areas:

- Are signals firm and executed with good timing?
- Firm and confident, but not antagonistic.

Other Factors:

- Crisp, clean and sharp.
- Knowledge of the proper signals to be used.
- Signals used at the right time, not over signaling.

By adhering to proper signaling techniques, all components of the game will be kept aware of what is happening in the game.

### **a) Penalty infractions**

All penalty signals are illustrated in the CHA Rule Book. Each official must be thoroughly familiar with these signals and be able to use them correctly.

Proper technique is very important when signaling a penalty. When calling an infraction, the official must:

- Blow the whistle.
- Come to a stationary position.
- Point out the penalized player.
- Get the penalized players attention by stating the player's number, color of sweater and nature of the infraction. (e.g. "16 Red, Hooking")
- Use the correct penalty signal when stating the infraction.

When supervising in this area, the following should be observed:

- Is the arm raised straight up and the body kept erect on a delayed penalty? Do not permit the referee to skate bent over, or lower or bend the raised arm.
- Is there good balance when signaling - feet apart and knees slightly bent? Proper balance will reduce the possibility of the referee falling during this crucial time in the game.
- Is a penalized player aware that they are being penalized even before the referee gives the signal?
  
- Is the signal crisp and definite with no hesitation? The referee should not antagonize the penalized player while signaling the infraction, either verbally or through exaggerated gestures.
- When giving the signal, does the referee watch the penalized player, and also the other

players? The referee should never look down, or take the eyes off the penalized player.

- Is there skating backwards to the penalty bench, then repeating the penalty signal upon arrival?
- Is there a giving of the number, color of sweater, and duration of penalty for the infraction to the penalty timekeeper or official scorer?
- Is there an avoidance of confrontation with the penalized player by exiting the penalty bench area by skating an arc? It is not necessary to stop at the penalty bench area when reporting the infraction to the penalty timekeeper or official scorer. However, it is imperative that the penalty timekeeper or official scorer get the correct information.

Signals are an integral aspect of the game. They must be executed in a firm and positive manner, but without unnecessary detraction from the game. Refer to the CHA Rule Book for an explanation of correct signals for specific infractions.

## **b) Off-Sides**

The calling of off-sides and off-side passes constitute two of the most important functions of the linesmen. It is therefore, critical that the supervisor closely assess the linesmen's work in this area.

When evaluating the signaling of off-sides and off-side passes, the following points should be considered about the work of the linesmen:

- Is the whistle blown with authority so players can easily hear it?
- Is there pointing to the face-off spot when play has been blown down?
- Is there hustle after an off-side call has been made? For example, the linesman blowing the play down should go directly to the face-off spot, and the other linesman should skate hard to retrieve the puck?
- Is there a waving off of only close calls at the blue line or red line? Do not permit officials to wave off every off-side situation.
- On delayed off-sides, is the whistle blown quickly when it is obvious that players who are off-side are not attempting to clear the zone?
- Is the correct arm used to signal a potential off-side pass at the centre red line? (Arm nearest the red line)
- When an off-side pass has been called, does the linesman making the call retrieve the puck and the back linesman go to the face-off spot?
- If the officials have erred in calling an off-side pass, does the face-off take place at the centre ice face-off spot?

### **c) Icings**

The calling of icing situations is also an important function which the linesmen perform. When an icing situation arises, the supervisor should verify that the correct sequence of events is followed:

- Does the back linesman signal a potential icing by fully extending the arm over the head (the arm nearest the goal line)? The arm should remain extended until the front linesman signals icing or washes out the icing.
- Does the front linesman indicate that icing is completed by blowing the whistle when the puck crosses the goal line and then extending the arm above the head?
- Does the back linesman point to the face-off spot, then skate backwards to the spot, keeping all players in view while doing so?
- Does the front linesman retrieve the puck and skate hard to return it to the linesman who will perform the face-off?

After verifying the correct sequence, the supervisor should then consider the following:

- Do the officials use sound judgement when waiving off icing situations? A player must have a reasonable opportunity to play the puck before the icing is waived off. On the other hand, if the player does not make an honest effort to play the puck that is playable, then the icing should be waived off.
- If a player makes a bad pass to a teammate and the puck continues down over the goal line, is icing called if the opposition is not in position to play the puck before it crosses the line?
- If the puck passes through the goal crease, is icing still called?
- If the officials have erred in calling an icing, does the face-off take place at the centre ice face-off spot?

On icing situations, the supervisor should ensure that the back linesman moves up to cover the other's blue line when that official goes in deep. The front linesman must look back as the blue line is crossed to confirm that icing is still being signaled.

### **Face-offs**

Face-offs are a very important part of the game which are all too often taken for granted by the officials. Supervisors must ensure that officials use the correct procedure when conducting face-offs, and should watch for the following:

- Does the official always proceed directly to the location where the face-off is to take place and avoid any undue delay of the game? Players should never have to wait for an official to get into position to drop the puck for a face-off.
- Does the official conducting the face-off ensure that both teams have an equal opportunity to play the puck, and is in general control at all times?
- Is the visiting team player directed to place the stick on the ice first? The home team player must then be directed to place the stick on the ice. Both players must have their sticks flat on the ice and have their feet within the face-off restraining lines prior to the linesman dropping the puck. The official should not be timing the drop of the puck, but ensure sticks are square and stopped before dropping the puck, but once sticks are square and stopped, there should be no delay.

The key areas of a good face-off can be summarized as:

1. Players stopped
2. Feet within the restraining lines
3. Sticks down and stopped (not timing drop of the puck with sticks coming down)

Talking the centres into the face-off can ensure they follow guidelines.

- Does the linesman ensure that no players, other than the two taking the face-off, have entered the face-off circle? If any player enters the face-off circle prematurely, ensure that the linesman remove the original player who was to take the face-off. Encroachment should not be called once the puck has been dropped. At that point it is too late.
- When all players are in position, does the linesman drop the puck using the correct CHA technique?
- Does the linesman know the correct technique for conducting face-offs?
- Does the linesman get in a balanced and comfortable position?
- Does the linesman telegraph the puck drop by using unnecessary motion?
- Does the linesman use good communication skills when conducting a face-off?
- Does the linesman drop the puck correctly - out and then down?
- Does the linesman exit the face-off spot in a careful manner keeping the play in front at all times?
- Do the linesmen work as a team when conducting a face-off? The back linesman must cover the other's line until proper position is regained, and also that the back linesman must watch for encroachment behind the other linesman's back.

## **Application of Rules**

It is very difficult for a supervisor to fully appreciate an official's application of the rules. The supervisor should insist on a standard of consistency so that when an official is faced with a particular problem or situation, the same call will be made every time. Points to observe are:

- Are the rules applied in the spirit or intent of the CHA, Branch, or league involved?
- Are fans, players, and coaches allowed to influence decisions?
- Is there a display of common sense when applying the rules?
- Is the correct method for measuring equipment used?
- Are tough penalties called in crucial situations?
- Are the "Rules Emphasis" areas enforced firmly?

## **Penalty Calls**

The calling of penalties is by far the most important function of a referee. The supervisor should look for the following:

- Is there firmness and decisiveness when giving the penalty signal?
- Is there behavior or attitude which could be considered hostile or intimidating?
- Is there an attempt to keep out of the path of penalized players to avoid unnecessary confrontation?
- Is there approved CHA technique and procedure for calling and reporting penalties?
- Is there refrain from unnecessary discussion with players?
- Is there consistency, sound judgement, decisiveness (e.g. no hesitation) and confidence when making the calls?

## **Judgement**

Judgement is one of the most important criteria for a successful official. Judgement is acquired with experience, and a good official will remember and use good judgement consistently in all on-ice decisions. The supervisor should determine if the official has the ability to make *split-second* decisions which are correct. Some points to consider are:

- Are icing situations handled properly?
- Are off-sides (blue line, centre red line, delayed) handled properly?
- Are penalty calls (types, frequency) handled properly?
- Is involvement with players and coaches handled properly?

Unfortunately there are no hard and fast guidelines which can be written down to assist in the judgement area. Each play must be “judged on its own merit”, and the referee is expected to use consistent judgement throughout the game. All “impact” calls must be called, and all “marginal” calls should be avoided.

### **Evaluation Tips**

1. Draw on your past experience when discussing situations which require sound judgement. For example, with interference in front of the net, an experienced official will know when to call interference as compared to when both players are fighting for position. Time should be spent discussing the various situations which occur and offering suggestions as to how to handle them.
2. Remember that the supervisor's vantage point is greatly different from that of the official on the ice. It is sometimes much easier to referee the game from the stands. This must be taken into consideration when providing feedback.
3. Be aware of the “no-call” situations where players accidentally trip or are checked into an opponent. The referee will demonstrate good judgement by not calling a penalty in these situations, and should be praised for this.

### **Game Control**

It is the referee's responsibility to see that the game is played in accordance with the rules, and that the referee does not become the focal point of attention. Through presence alone, a good referee will cause players to avoid rule violations and thus create a positive relationship between all components of the game. Obviously this type of relationship is very difficult to establish, but there are certain policies which an official can follow in order to reach this point.

The supervisor should look for the following:

- Is there zeroing in on the play or the use of peripheral vision?
- Is there ability to take charge, rather than reacting after the situation has happened?
- Is the game called “fairly” and “safely”?
- Is there quick reaction when making decisions?
- Is there confidence shown in the decisions?

- Is there consistency?
- Is there checking behind the play coming out of the end zone?
- Is there evidence of knowledge of the rules and their correct application?
- Is sound judgement displayed?
- Is there forcefulness, but respect shown by the players and coaches?
- Is there taking charge with "presence" and "communication" at key times of the game?
- Is there ability to set a pattern and maintain it rather than letting the play dictate the pattern?
- Is there good communication skills - voice, signals?
- Is there evidence of a controlled environment between players and coaches?
- Is the movement of the game maintained rather than over-controlled through the calling of "technical" violations?
- Is there good anticipation?
- Is there awareness of potential problems, and the reacting to them before a potential problem becomes a reality?
- Are the officials staying on the ice until all players have departed? This is very important!

By following these policies, officials will earn respect and acceptance of the players and coaches as being competent and fair. In this way they will make a positive contribution to the game.

## **Reaction Under Pressure**

It is a foregone conclusion that as soon as an official steps onto the ice there is a build-up of a certain amount of pressure. Pressure and officiating hockey go hand in hand and the two are inseparable. But how does the official react under pressure? How well the pressure is handled will make or break a good prospective official. Generally, when an individual is placed in a difficult situation, there should be a natural reaction and not a reaction that could be considered out of character.

Points to note are:

- Is the official acting in character? There is nothing wrong with borrowing successful techniques from more experienced and successful officials, however, one must adjust these to fit their own character and personality.
- Is there control and is there players' respect? All too often, referees allow players to dictate how the game goes. The referee must be firm but fair from the opening face-off. The official must be aware of the climate prevailing (atmosphere between teams, attitude of the benches) throughout the game.
- When a tough call happens (example, a puck deflects into the net off a stick just above the legal shoulder level), how is it handled?
  - immediately, and without hesitation give the "no goal" washout signal.
  - point to the face-off spot.
  - report and have announced the reason why the goal was disallowed.

After a tough call how does the official respond to clarification questions from the players?

- remains calm and confident and doesn't display undue delay in providing an

explanation.

- uses a tone that is convincing and sincere, not antagonistic.
- explains the rule and the interpretation of the play only once.
- returns to the appropriate face-off position.
- blows the whistle to notify the players that the game is about to resume.

As the pressure and tension of the game increases, how does the official respond? Is there evidence of:

- anticipates potential problem areas.
- acts before trouble starts.
- does not merely react after "disaster" has struck having done little or nothing to prevent the situation from happening.
- is capable of keeping up with the play in the latter stages of the game.
- does not react differently later in the game due to fatigue.

Alertness is a very important part of a linesman's skill. A linesman who is able to see problems developing and react to them, will save the officiating team from being involved in a lot of problems.

A large number of fights are stopped by alert linesmen who see them (fights) developing and are able to cut the players off before they get to each other.

During stoppages, the officiating team will communicate to each other when they see a situation developing (Example: No. 4 Blue didn't like the body check from No.16, let's watch them)

A large number of problems develop from conversations between opposing players. Listen and you will probably be able to settle down some potential problem situations.

On line changes, watch the route the players are taking. You want to be quick to react here because of the extra players on the ice.

Be alert in all situations involving goalkeepers. If a fight breaks out here it can quickly grow into a serious problem. Players will always come to their goalkeeper's rescue.

The linesmen who hustle in on all stoppages, is alert to what the players are doing, will save a lot of problems. They will be involved in a much better hockey game because of their alertness.

In conclusion, the supervisor should remember that a referee's reaction to difficult situations and pressure is often directly proportional to the person's on-ice experience level. The more experienced a referee, the better the reactions should be when faced with difficult situations. There is no harm in mentioning the old adage to an official who is experiencing problems in this area: "When the going gets tough, the tough get going."

## **Teamwork**

Teamwork is an essential ingredient for success in officiating hockey. This includes teamwork between the referee and linesmen, and also between the off-ice officials and on-ice officials. They all must have the ability to cooperate with each other under the direction of the referee. Many on-ice situations occur which require teamwork.

When evaluating performance in this area the supervisor must look for the following:

- Ensure that all officials have a thorough knowledge of their pre-game, game and post-game responsibilities (e.g. checking nets, verifying lineups, post game reports).
- If a referee is doubtful of a rule, verify that there is consultation with the linesmen or minor officials so that the correct call is made.
- Ensure that all officials, on-ice and off-ice, work as a complete team, and not as individuals.
- Encourage the referee to provide direction and leadership to all officials.

Some points for the supervisor to note are:

- How are penalty infractions and "Rules Emphasis" handled?
- How are fight situations handled?
- How are problems with the timing of penalties handled?
- How are bench penalties handled?
- How are icing calls handled?
- How are off-side pass calls made?
- How fast and fairly are face-offs handled?
- How are fast break situations handled?
- How are disputed goals handled?
- What occurs during stoppages?

## **Conclusion**

The overall improvement of officials is directly related to the quality of supervision. You as the supervisor can control this quality. The officials improvement within your Branch rests in your hands.

It is important to remember that your role is that of both an evaluator and a coach. An evaluator reviews a performance and identifies areas of strength and areas where improvement is required. A coach provides direction to help reach maximum potential. It is imperative that a supervisor be supportive as well as honest in regards to areas of improvement, in their assessment of the officials.