

**Calgary Northstars
Hockey Association
(CNHA)**

Parent Liaison Guideline

Revision: Oct 1, 2022



The following is a guideline to support CNHA teams in the Parent Liaison volunteer role. This role is to be fulfilled on each team, unless the Manager is a non-parent, and is agreeable to take on the Parent Liaison role.

Purpose:

To create a line of communication, which will be respectful and professional, between coach and/or the board with parents, through the use of a single line of communication. This is in relation to any conflict(s) which may arise during the season and does not suggest a parent cannot speak to a coach. The liaison is an additional path of communication for the membership to use, should a conflict arise.

Overview:

A member of the board will assume the role of “Parent Liaison Coordinator” (Coordinator);

At the time of team selection, each team will appoint a “Team Parent Liaison” (Liaison); If the Team Manager is not a parent of a member of the team, they can act as the Parent Liaison.

Once appointed, the names of each Team’s Liaison will be provided to the Coordinator via email. The Liaison will be the only point of contact, relating to concerns, between the parents and the coach.

Responsibilities:

All coaches, players and parents are to view the appropriate code of conduct at the time of registration for the season;

Duties of the Liaison:

- To liaise with the board of directors and to bring any concerns to the board. All communication into the board should first occur through the Parent Liaison Coordinator.
- All communication of differences or problems directed towards a coach from a parent should be made through the parent liaison who will, discuss the situation with the coach. If warranted, they will set up a meeting time to discuss with parent and coach or discuss with the board of directors.
- Ensure communication is effective and not combative.

The 24 Hour Rule:

Coaches, parents and players should not discuss any incident or situation that could be contentious or provoke an adverse emotional response, until at least 24 hours after the

incident or situation took place. This gives a chance for all parties to gain some perspective before deciding if this is something that should be pursued further and ability to approach the situation in a calmer manner.

Communication with the Coach:

After the 24 hours have passed, communication towards a coach must be made through the Liaison. At the request of the parent, the Liaison will set up an informal meeting (in person, over the phone, via email) with the parent. Through this meeting, the parent's concern(s) will be presented to the Liaison. After the concern is voiced, the Liaison will notify the Coordinator and the coach of the situation within 24 hours when possible. With any concerns involving personal safety, the Coordinator will be notified immediately.

With the reporting of any incident, the Coordinator will present the concern to the Board of Directors and General Manager of Hockey Operations.

It is recommended that concerns such as "ice time" should be observed over a minimum of three game timeframe.

Resolution:

If a solution to any situation cannot be met through the Liaison, the Coordinator will be notified and the Board of Directors and General Manager of Hockey Operations will be consulted for further action.