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| **Red Deer Ringette**  Working Instruction: Spectator Liaison | | | |
| Location: |  | Owner | RDR Executive |
| Date of Issue | 2019.AUG.31 | Revision Cycle | As Required |

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| Revision | Content | Issued/Revised By | Date |
| 0 | Initial Issue | RDR Executive | 2019.AUG.31 |
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# Section 1.0 Introduction:

* A Team Spectator Liaison is being introduced for all Black Gold League games for the 2019/2020 season. The Team Liaison will act together with the other teams Liaison to moderate unacceptable team spectator behaviour. They will act as the contact point for each team's spectators to pass and receive concerns about spectator behaviour.
* The Liaison will act on the feedback by approaching their OWN team's spectators and share the concern and request the spectator moderate their behaviour. The spectator(s) is expected to respect the Liaison's request.
* It is preferred that this team job be performed by one person for the season but if necessary it can be a rotating position.

# Section 2.0 Approximate Time Commitment:

* Black Gold League Game Schedule.

# Section 3.0 Responsibilities:

* A calm personality who is comfortable working conflict is recommended.
* Arrange for an alternate to take on the role for games they are unable to attend.
* Provide their name to the Minor Officials in the scorebox so they can record it on the gamesheet.
* Wear the designated identifying lanyard to identify yourself to the other team's Liaison.
* Receiving a concern from the other teams Liaison.
  + Approach their own team's spectator(s) and request they moderate their behaviour.
  + Should multiple request have to be made, the Liaison reserves the right to raise their concern with a RDR Discipline Committee member.
  + Provide confirmation back to the other teams Liaison that you have acted on their concern.
* Raising a concern with the other teams Liaison.
  + Identify the spectator(s) and the specific behaviour that is concerning
  + Approach the other teams Liaison and share the information, ask if they can assist in resolving the situation.
  + Follow up with the Liaison should the behaviour not change.
  + Should the behaviour not be resolved, provide the date, time and game number to the RDR BGL representative for follow up by the BGL representative.