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| **Red Deer Ringette**  Working Instruction: Team Parent/Coach Liaison | | | |
| Location: |  | Owner | RDR Executive |
| Date of Issue | 2019.APR.18 | Revision Cycle | As Required |

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| Revision | Content | Issued/Revised By | Date |
| 0 | Initial Issue | RDR Executive | 2019.APR.18 |
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# Section 1.0 Introduction:

* A Parent/Coach Liaison may be put in place to ensure team members have someone to raise concerns without fear of confrontational behaviour. The parent or coach may present their concerns to the Parent/Coach Liaison, the Liaison will work the communication back and forth between the two parties effectively acting as a decoupler to ensure the root issue can be resolved without emotion clouding the discussion.

# Section 2.0 Approximate Time Commitment:

* Can range from almost nothing to a number of hours depending on if there are issues or not in a season.

# Section 3.0 Responsibilities:

* A calm personality who is comfortable working conflict is recommended.
* Take the concern and work with the person raising it to ensure the root issue is understood.
* Present the concern and root issue to the second party and ask for their perspective.
* Work back and forth between the two parties until resolution is achieved.
* Have both parties agree to the resolution.
* Should resolution not be forthcoming, the Liaison may also engage a member of the Executive for support.
* It is recommended the Liaison document the issue, parties involved and agreed resolution for the duration of the season. The record can be destroyed post season.