



## **Parent Liaison Role**

The primary role of a Parent Liaison is to act as a mediator between players and coaching staff and between parents and coaching staff. The Parent Liaison is to act in the best interest of the players and the team as a whole.

This position involves communication with parents and coaches during situations where there may be concerns needing to be addressed within the parent group of a WMHA team. Concerns may arise over things like ice time, choice of players for overtime, or various other items. The Liaison is in place to create a safe place for parents to go if they wish to have a concern addressed that they feel they cannot discuss calmly with the coaches directly.

Parents should approach the Liaison to discuss the situation and fully express their concerns or questions and this should be done in a reasonable and calm manner with the Liaison.

The 24 hour rule, where a cooling off period of 24 hours is used, shall be implemented if there is any anger or frustration being expressed. Then, the issue is communicated within the next 24 hours.

The liaison would then communicate with the coach who could address the concerns directly with the liaison present or could communicate through the Liaison. This will likely complete the communication, but in the instance where it does not, the Liaison will try to keep communication going. If the situation warrants, the VP of Discipline & Risk Management can be called in to the situation to help mediate a solution. If the Liaison, Coach, Parent and VP cannot come up with a solution, then the situation can be escalated to the President of WMHA for further discussion and the development of a solution that is workable.