

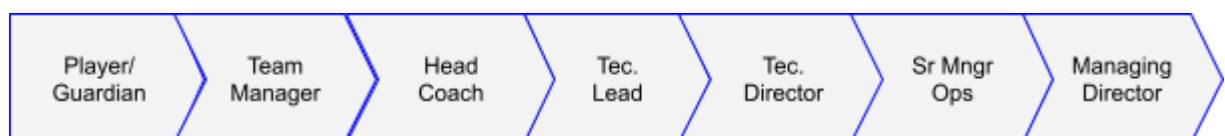
COMMUNICATION PROTOCOL POLICY

Communication is paramount for any team to run smoothly. Whether this applies for training sessions, matches, team's activities or organizing an event, such as bottle drive or fundraising. The team staff (head coach and manager) will be in communication often through email or Teamsnap group chat. They will ensure changes to games/practices/activities are conveyed as quickly as new information is confirmed/passed by the club staff (Technical Leads/Manager of Operations/Executive Director). Activities are subject to change on short notice, so parents/guardians/players are encouraged to check their email often to ensure they are up to date with team arrangements/commitments.

Often, due to a lack of standardized communication protocol, what begins merely as a concern can turn into an issue and then elevate into a full-blown problem due to a lack of knowledge or information.

In any professional organization, bypassing levels in the chain of command can complicate matters and extend the resolution timeline. If a member raises a concern to anyone in the chain, not in the proper sequence, the matter should be returned to the proper level for resolution.

At VI Wave, members are expected to follow the communication protocol below for inquiries and concerns. This is designed to avoid miscommunication and to make sure all parts of the system function together to make the program run efficiently.



SOCCER RELATED ISSUES

NON-SOCCER RELATED ISSUES

<p>Parent/Player to Head Coach</p> <ul style="list-style-type: none"> ■ Practices; Games; Performance; Team Rules; Playing Time; Attendance; Injuries; Return to Play Protocol; Withdrawal 	<p>Parent/Player to Team Manager</p> <ul style="list-style-type: none"> ■ Activities Schedule; Transportation; Match Day Operations (arrival time/kit to wear/where to meet); Injuries; Withdrawal; Fundraising; Gear
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SOCCER RELATED ISSUES

NON-SOCCER RELATED ISSUES

<p>Parent/Player to Technical Lead</p> <ul style="list-style-type: none"> ■ Any questions or concerns that are not answered by either the head coach or team manager 	<p>Parent/Player to Manager of Operations</p> <ul style="list-style-type: none"> ■ Registration; Fees; Payments; Financial Aid; Withdrawal; General Club Operations
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SOCCER RELATED ISSUES

NON-SOCCER RELATED ISSUES

<p>Parent/Player to Technical Director</p> <ul style="list-style-type: none"> ■ Any matters not resolved after following the listed communication channels can be addressed to the Executive Director 	<p>Parent/Player to Managing Director</p> <ul style="list-style-type: none"> ■ Any matters not related to soccer that cannot be addressed by the Team Manager or Coaching Staff (Head/TL) can be addressed to the Manager of Operations
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General instructions for communication between players/guardians to coaching staff:

- Wait 48 hours to reach out – cooling off period.
- NEVER interrupt a practice session. Our coaches try to maximize their instruction time and oftentimes have another practice or commitment immediately following your player's activities.
- 1st communication about any matters with the head coach should always be via email. After that, the coach is encouraged to set the best way to communicate. The club suggests email communication to be the standard.
- Encourage your child to show self-confidence to approach the coach. Young players can get nervous, but should never feel afraid of speaking to their coach. Part of the coach's job is to help nurture their love of soccer and help develop their skills.
- Face to face appointments if personal issues are encouraged.

