



## Parents Representative Policy

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### **Objective:**

To have a parent volunteer act as a liaison and buffer between the parent group, convener and coaching staff to ensure an effective means of communication for transfer of information and / or internal dispute / complaint resolution. Parent representatives are mandatory on all NCHA teams.

### **Applicability:**

The Parent Representative cannot be appointed by the Coach, he or she has to be elected by the parents of the team. A confidential vote by ballot must take place at the first team meeting. The results will be counted by the Team Manager / and convener (impartial witness). All decisions based on the vote are final. Any disputes or concerns from the Coach regarding the Parent Representative chosen has to be addressed in writing to the division convener to be discussed with the NCHA board at the next board meeting at which time a decision will be made to accept or decline the vote. Also, if throughout the season, the Coach has concerns about the Parent Rep and his/her conduct, they can be addressed in writing to the division convener to be discussed with the NCHA board at the next board meeting.

### **Process:**

Team Parent Representatives play an important role in the NCHA. Here are a few important duties that need to be carried out as Parent Rep:

- Shall be the liaison between the parents of the team and the team officials.
- Shall assist in resolving team disputes and concerns and involve the division convener if / as required.
- Bring the concerns of the parents directly to the NCHA convener/Board, if necessary.
- Distribute and Collect Coaches Evaluation forms.



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### Parent Representative General Responsibilities

**1. Role model:**

- Don't get caught up in yelling at players, coaches, and/or referees during games.
- Be the voice of reason.
- Assume the best of others and be supportive.

**2. Liaison:**

- Provide communication between parents, coaches, and the league convener. Ensure team parents have your contact information.
- Provide internal dispute resolution. Be a calm voice in the midst of chaos.
- Follow established criteria for complaint resolution.

**3. Meeting Participant:**

Poll the parents prior to a meeting and bring their issues to the meetings and take answers back to individuals and/or the team. In the event you are unable to attend a meeting, have another parent attend on your behalf so that the team is represented and kept informed.

**4. Signing Authority:**

The Parent Rep must be one of the signers on the team accounts(s). It is expected that the Parent Rep will report to the NCHA, any team that does not adhere to this. No coach is to have signing authority on any team, it falls on the manager and parent rep. One other parent may be chosen as a backup.

### Parent Representative Cautions

A Parent Rep:

- **IS NOT** any more important than any other parent on the team.



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- **IS NOT** to use their position to take their own issues to a coach under the disguise of it being a team issue.
- **IS NOT** to take things overheard during a game or practice directly to the coach in an effort to "warn" him or her of a potential problem. Only issues and concerns directed to you as a parent rep are to be addressed with the coach.
- **IS NOT** someone who should name names when taking an issue to the coach, without the complainant's permission. This can create harsh feelings when the issue can be resolved without names.
- **IS NOT** a creator of gossip. It is essential that any issues brought to a parent rep remain **strictly** between that parent and the coaching staff.
- **IS NOT** a holder of a position of power. Parent reps are in a position of **service** to the other parents on the team and the coaching staff.
- **IS NOT** a creator of team rules. Any complaints regarding team rules are **NOT** parent rep issues. **The head coach is the person who is ultimately in charge of your team.** He or she sets down the team rules and enforces them. Ice time, benching of players, and issues with enforcement of team rules are not to be taken to the coaches. These issues should already have been discussed at the initial parent team meetings.

In accepting to be the Team Parent Rep, you will have to remain calm, neutral and without bias when trying to resolve disputes or conflicts that arise throughout the season. Any conversations you have with parents and Coach regarding concerns brought up should remain confidential and only between the parties involved unless it involves the rest of the team. Keep the lines of communication open at all times.

Please fill in the following:

Name: \_\_\_\_\_ Email: \_\_\_\_\_

Home Phone#: \_\_\_\_\_ Work Phone#: \_\_\_\_\_

Cell #: \_\_\_\_\_



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