



# RIVER CITY ATHLETICS

<b>Title: Communication Policies</b>	
<b>Standard Operating Procedure / Club Policy</b>	<b>Date Distributed:</b>
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**SCOPE** All River City Coaches, Directors, Board Members along with Players and Parents

**PURPOSE** This policy is designed to establish clear communication channels between coaches, parents, players, and the club leadership to foster transparency, collaboration, and conflict resolution within River City Athletics. We aim to create a positive and supportive environment for all members by ensuring that communication is open, respectful, and productive.

**POLICY** Clear, structured, and professional communication at all levels helps to build trust and ensure the continued success of the program at all levels.

**PROCEDURE –**

1. Communication Between Coaches and Parents

Effective communication between coaches and parents is essential to ensuring the success and well-being of the players. Coaches should provide regular updates regarding each player's development, needs, and progress.

Communication Guidelines:

- **Progress Updates:** Coaches will provide any updates on the player's skills development, work ethic, attitude, and any areas of improvement. These updates can be sent through the Playmetrics app, which will serve as the central platform for team communication.
- **Player Needs/Challenges:** If a player is facing challenges (academic, emotional, physical, etc.), parents should notify the coach as soon as possible. Coaches are encouraged to work with parents to understand the situation and provide support as needed.
- **Expectations:** Coaches will clearly communicate team expectations regarding attendance, effort, and behavior at the beginning of each season. Any updates or changes to expectations should be communicated through Playmetrics and directly to parents via the app.
- **Emergency Communication:** In case of an urgent matter, parents can reach out directly to the coach via phone call or text message. However, all non-urgent issues should be addressed through the Playmetrics app to maintain consistency and documentation.

### Playmetrics App Usage:

- Team Schedules: Practice times, game schedules, and any changes will be posted on Playmetrics. Parents should check the app regularly for updates.
- Team Chat: A team-specific chat feature will be available for communication between the coach and parents. This can be used for sharing updates, addressing concerns, and asking questions. Coaches will monitor the chat to ensure it remains constructive and respectful.
- Private Messaging: Coaches will use the private messaging feature to discuss individual concerns with parents regarding specific players or incidents.

## 2. Communication Between Coaches and Players

Coaches must create an open environment where players feel comfortable discussing their concerns or challenges. Effective communication between coaches and players can positively influence a player's development and experience.

### Communication Guidelines:

- One-on-One Conversations: Coaches will hold individual conversations with players during or after practices to provide feedback and check in on their well-being.
- Player Feedback: Coaches should encourage players to ask questions or share concerns in a respectful manner. Players should be taught how to express themselves clearly and appropriately.
- Team Communication: Team announcements, changes to practice schedules, and other logistical information will be shared with players through Playmetrics.

## 3. Conflict Resolution Process

In the event of a conflict between players, parents, or coaches, River City Athletics encourages respectful dialogue and resolution. To ensure issues are addressed in a timely and organized manner, we have established a clear Chain of Command for conflict resolution.

### Chain of Command:

#### 1. Coach Level:

- For any conflict involving a player's behavior, progress, or communication, the first step is for the parents to discuss the issue directly with the head or assistant coach. Coaches should make themselves available for one-on-one conversations with parents or players.
- Coaches are expected to maintain professionalism and confidentiality and will attempt to resolve the issue at this level.
- If a resolution cannot be reached at this stage, the coach should inform the Boys or Girls Director (as applicable) for further assistance.

#### 2. Director Level (Boys or Girls Director):

- If the conflict is not resolved with the coach, the Boys or Girls Director will step in to mediate the situation. The Director will review the concerns raised by the coach and the parent(s) and may facilitate a joint meeting with the involved parties to discuss and resolve the issue.
- The Director will work with the parties to ensure all voices are heard and will suggest appropriate resolutions. If the issue persists, the Director will escalate the matter to the Club President.

### 3. Club Leadership (Club President, Risk Manager, or Board of Directors):

- If a conflict is still unresolved, it will be escalated to the Club President or the Risk Manager, and if necessary, the Board of Directors will be involved.
- The leadership team will review all documentation and communications related to the issue and may schedule a formal meeting with all involved parties. A final resolution will be provided, and this decision will be binding.
- If the issue pertains to safety or legal concerns, the Risk Manager will oversee the investigation and resolution, ensuring compliance with relevant laws and regulations.

### Communication Guidelines for Conflict Resolution:

- **Respectful Communication:** All parties are expected to approach conflict resolution with respect, professionalism, and a willingness to understand the other side.
- **Timeliness:** Issues should be addressed in a timely manner to prevent escalation. Parents should contact coaches or directors within 48 hours of an issue arising. Coaches and directors should respond within 48 hours as well.
- **Documentation:** Any formal conflict resolution process should be documented, including emails, messages via Playmetrics, and notes from meetings. This will ensure accountability and transparency.
- **Confidentiality:** All parties involved in the conflict resolution process are expected to maintain confidentiality. Personal details or sensitive information should not be shared outside of the resolution process.

### 4. General Communication Guidelines

- **Respectful Tone:** Communication between all parties (players, parents, coaches, directors, and club leadership) must be respectful and professional at all times. Disrespectful language, personal attacks, or hostile behavior will not be tolerated.
- **Clear and Timely Information:** All members of River City Athletics are encouraged to communicate in a clear, concise, and timely manner. Inconsistent or unclear communication can lead to misunderstandings and frustration.
- **Regular Check-ins:** Coaches will make an effort to check in regularly with parents and players to ensure concerns are addressed before they escalate into major issues.
- **Feedback:** River City Athletics welcomes constructive feedback from players and parents to help improve the club's operations, culture, and coaching methods. Feedback can be submitted via Playmetrics, to the general club email account [RiverCityMaine@GMail.com](mailto:RiverCityMaine@GMail.com) or during scheduled parent-coach meetings.

### 5. Technology and Privacy Considerations

All communication will be conducted through Playmetrics, the primary platform for team schedules, updates, and group chats. Players, parents, and coaches are expected to maintain appropriate online conduct. The use of any other communication platforms, such as social media, for team-related communication is discouraged to ensure privacy and security.

## Conclusion

Effective communication is the cornerstone of a successful youth sports program. By following these guidelines, River City Athletics aims to create a positive and respectful environment where players can thrive, parents are informed, and coaches have the tools to support their teams.

## REFERENCES

## ATTACHMENTS

NA

**This document was approved by the committee(s) noted below on the date(s) as noted:**