



St. Boniface Minor Hockey Association

Parent Liaison (Representative) Role

Current Revision: October 17, 2024

Adopted: October 17, 2024 as agreed to by SBMHA Executive

Objective

The Parent Liaison (Parent Representative) serves as a crucial communication link between parents and the coaching staff, fostering a positive team environment by addressing parent concerns, facilitating feedback, and resolving conflicts when possible. This role allows the head coach to focus on the team's athletic development, while ensuring parent concerns are heard and managed in an organized and professional manner.

Key Responsibilities:

1. **Communication Buffer:** Act as an intermediary between the parents and the head coach. The Parent Liaison may handle all concerns, questions, or issues raised by parents, filtering information and providing appropriate feedback to the head coach when necessary.
2. **Feedback Venue:** Provide a confidential and approachable venue for parents to give feedback, particularly if they feel uncomfortable discussing issues directly with the head coach. Ensure that all feedback is received in a respectful, constructive manner.
3. **Conflict Resolution:** Endeavour to resolve differences or concerns raised by parents through mediation and discussion. The Parent Liaison should use diplomacy to diffuse tense situations and ensure that all parties are heard. This may be between coaches and parents but could also be between parents.
4. **Escalation Protocol:** If conflicts or issues cannot be resolved through initial discussions, the Parent Liaison will prepare a detailed report, including relevant documentation (emails, meeting notes, etc.), and escalate the matter following the escalation process. Refer to the flowchart below.
5. **Supportive Environment:** Promote a positive and supportive environment by being an advocate for both the team and the parents. Encourage transparency and open communication to avoid misunderstandings.
6. [Independent Safe Sport Complaint Process](#) - It is important to be aware of the independent Safe Sport Complaint Process to be able to explain it to parents. Parents and the Parent Liaison can use the process as appropriate to refer issues to an independent third party.

Parent Representative Selection Guidelines

1. The Parent Representative will be selected by the parents after team selection. It is recommended that this selection be made at the Parent meeting,
2. An assistant coach (or their spouse) cannot be a parent rep
3. The Manager/Treasurer (or their spouse) cannot be a parent rep.
4. A SBMHA board member or anyone else in hockey Winnipeg or hockey Manitoba cannot be a parent rep

Issue Resolution Guidelines & Examples

1. Minor Concerns Examples

- Practice schedules
- Minor disputes between parents
- General team management concerns
- Parents feeling frustrated about mandatory fundraising commitments or unequal participation.

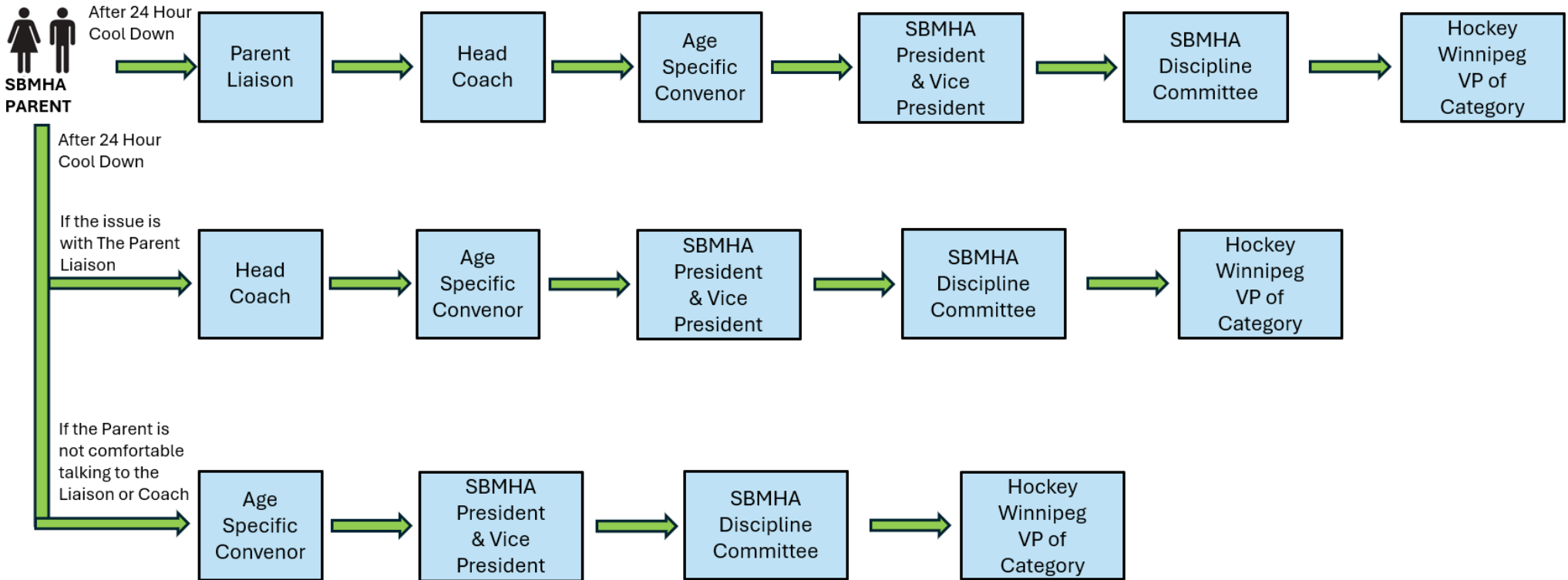
Resolution: Parent Liaison can mediate directly with the coach and parents involved.

2. Serious Concerns Examples

- Allegations of abuse or misconduct
- Safety concerns (eg. injuries, unsafe equipment)
- Discrimination or bullying
- Parent behavior (e.g., shouting at referees, coaches, or other players).
- Disputes among parents causing tension within the team environment.
- Legal issues

Resolution: Escalate immediately to the Head Coach or age group convenor.

SBMHA Parent Communication Flow Chart



Please refer to the SBMHA website (Board Positions) for names and contact information for each of the roles listed in the Communication Flow Chart